



# ESC Service Charter Scorecard

October 30, 2016 – November 26, 2016



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# Service Delivery Overview

## October 30, 2016 – November 26, 2016

### Executive Summary

Total # Agencies Served: 80

Total # Employees Served: 53,685

Total calls received: 6,230

Average Call Wait Time: 00:57

Total email requests received: 656

Total FAX requests received: 129

Number of Transactions processed by ESC: 7,791

Total outbound contacts: 1,734

Total tickets opened: 5,905

Total tickets closed within 3 days: 5,786

Total tickets remain open beyond 3 days: 119

% tickets remain open beyond 3 days: 2.01%

% of Employees served by the ESC: 14.51%

### Staffing

Area	Staffing as of 11/26/2016	Staffing as of 10/29/2016
Customer Service/Intake	3	3
Customer Service/Research	3	3
Processing & Outreach	9	9
Analyst	0	0
Supervisor	4	4
Senior Staff	2	2
Total	21	21

### Activities

**Source:** ESC Avaya CMS & Footprints Reports, data from 10/30/2016 – 11/26/2016.

**\*Note:** “% of Employees served contacting ESC” does not account for repeat contacts (i.e., one employee calling multiple times).

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# SLA Targets and Actual Performance



Delivering HR Services That Matter

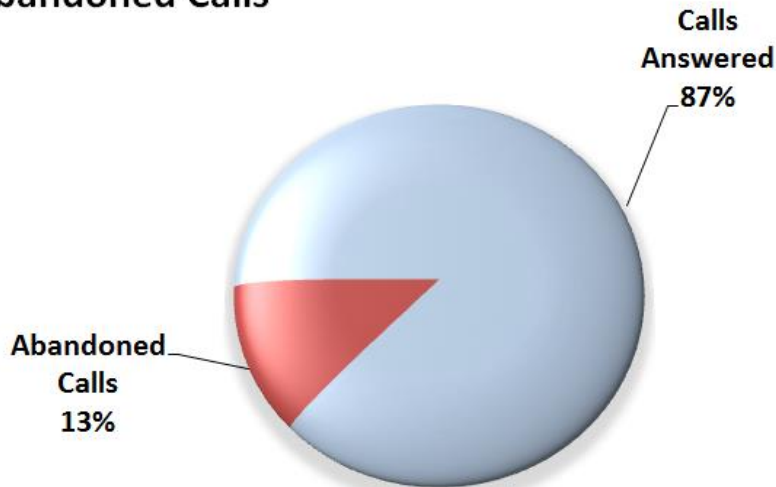
Metric	Target	Current Period Performance 10/30/16 – 11/26/16	Previous Period Performance 10/2/16 – 10/29/16	Trend
Average wait time – all inquiries (Days operational)	Will not exceed 3 minutes 90% of the time; Will not exceed 2 minutes 50% of the time	0:57 seconds	0:44 seconds	
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.65%	99.74%	
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	93.0% within 1 Day and 95.6% within 3 Days	91.8% within 1 Day and 94.8% within 3 Days	
Customer satisfaction (Based on automated survey upon ticket closure. A minimum of 20% must respond to survey in order for results to be accepted as a valid sample of customer satisfaction.)	80% of customers rate overall satisfaction good to excellent	95% rated good to excellent (1.473% response rate)	94% rated good to excellent (1.061% response rate)	
Percent of notification runs executed to completion: <ul style="list-style-type: none"> <li>All: Reminder Report Time</li> <li>Employees: Unreported time - 1<sup>st</sup> &amp; 2<sup>nd</sup> notice</li> <li>Approvers: Unapproved reported time - 1<sup>st</sup> &amp; 2<sup>nd</sup> notice</li> <li>Agency HR/Payroll: Over/Under scheduled hours and unapproved Payable Time notifications -1<sup>st</sup> &amp; 2<sup>nd</sup> notice</li> <li>Failsafe outreach to Agy. HR/PY and signatories</li> <li>Failsafe outreach to CTR and CHRO</li> </ul>	95%	100%	100%	
Secretariat ad hoc reports produced within established timeframes: <ul style="list-style-type: none"> <li>Simple*: 3 business days</li> <li>Complex*: 7 business days</li> </ul>	90%	N/A	N/A	
SLA reports produced on time according to predefined schedule (see section 5.5)	Y/N	N	N	



# Inbound Call Data

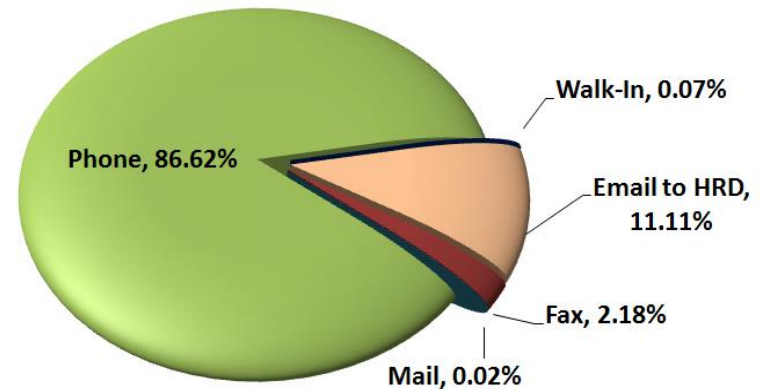
SLA Metric	Target Level	Current Period 10/30/16 to 11/26/16	Previous Period 10/02/16 to 10/29/16	November 2015
Average wait time – all inquiries (Days operational)	Will not exceed 3 minutes 90% of the time	0:57 seconds	0:44 seconds	0:50 seconds

**Abandoned Calls**



Total = 6,230 calls

**Ticket Source**



Total = 5,905 Tickets

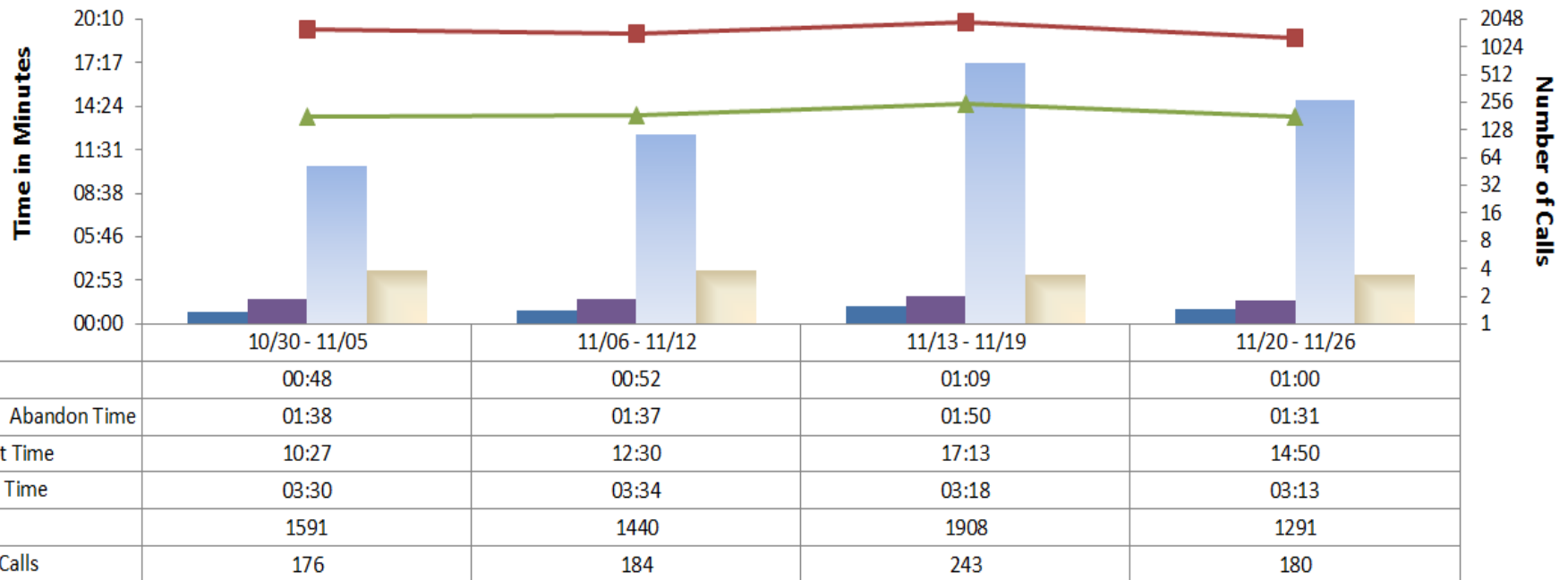
**Source:** ESC Footprints & Avaya data from 10/30/2016 – 11/26/2016.

\*E-mail tickets do not account for additional outreach to correct invalid employee e-mail addresses.



# Inbound Call Data

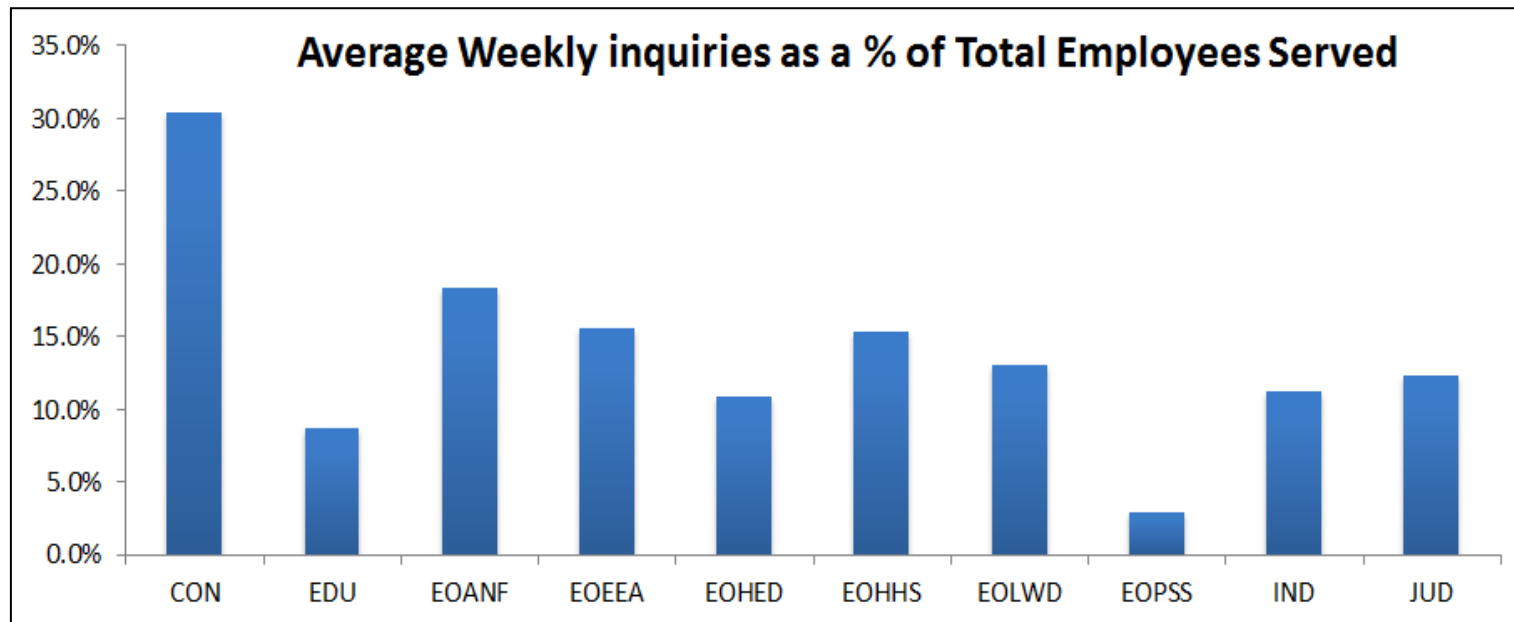
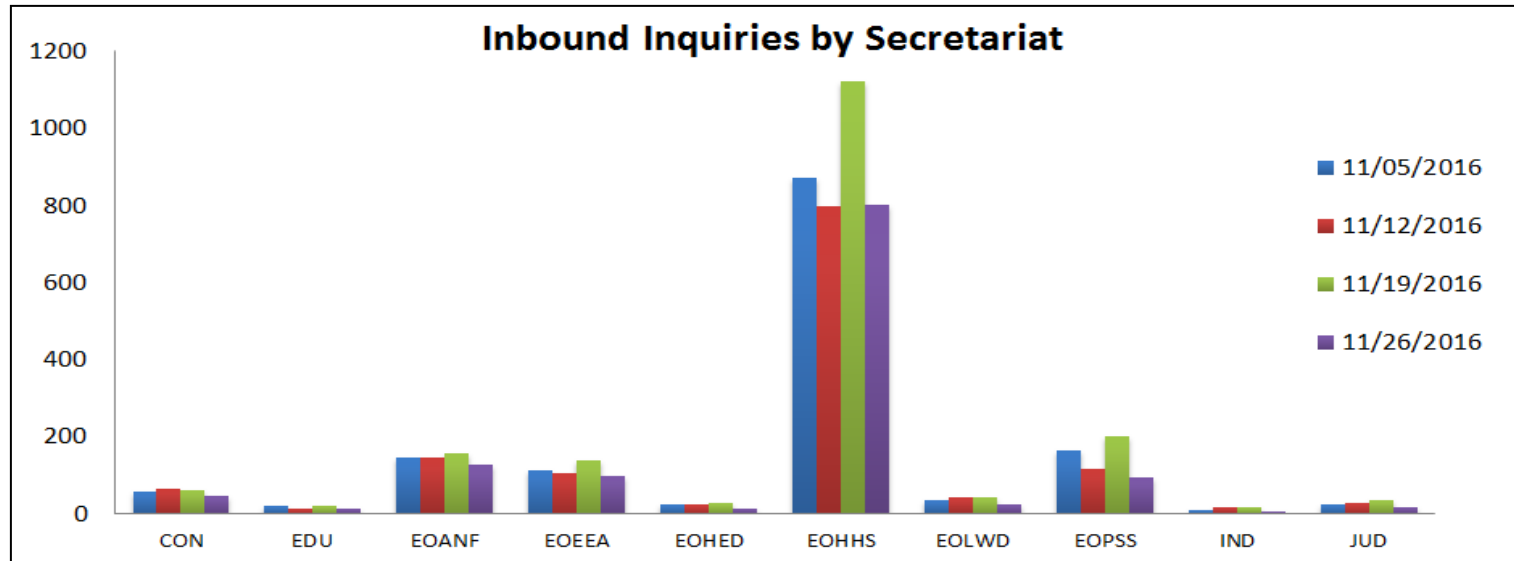
Wait Time, Call Volumes, & Abandonment Rates



**Source:** ESC Avaya data from 10/30/2016 – 11/26/2016.

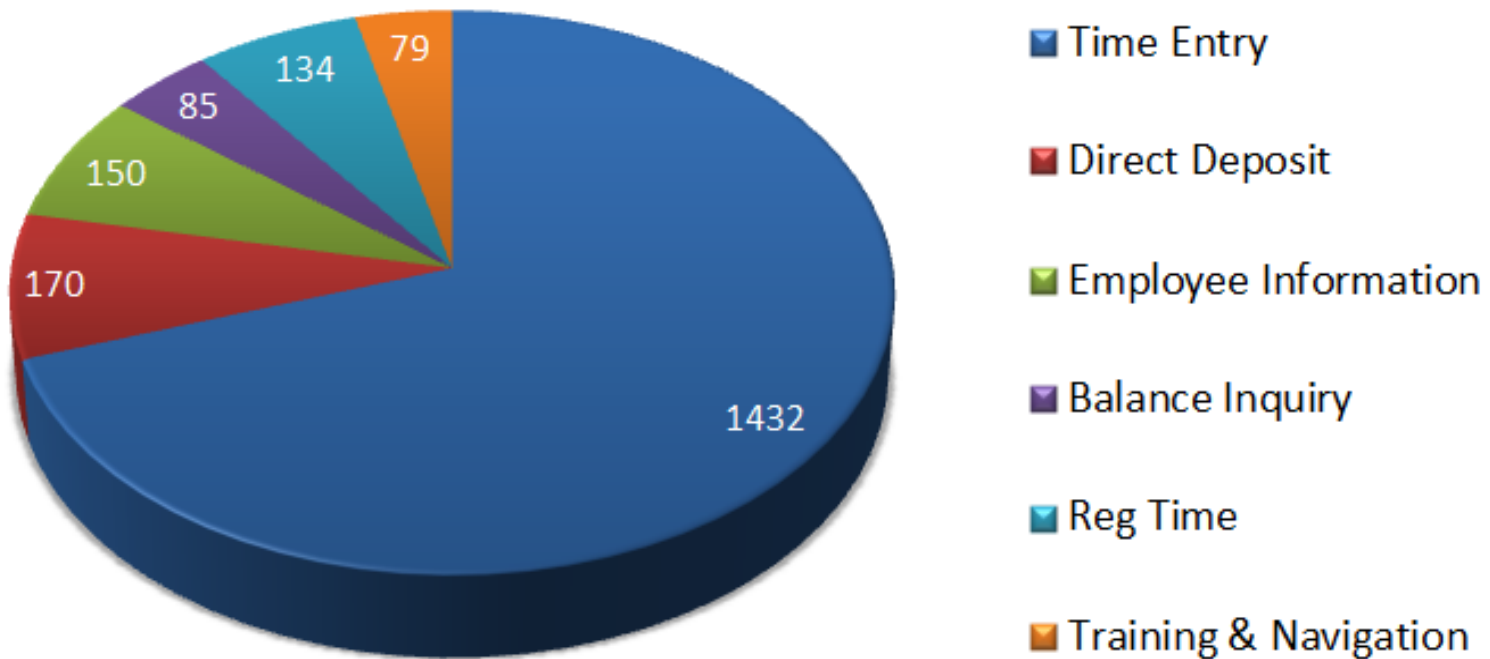


# Inbound Inquiries by Secretariat



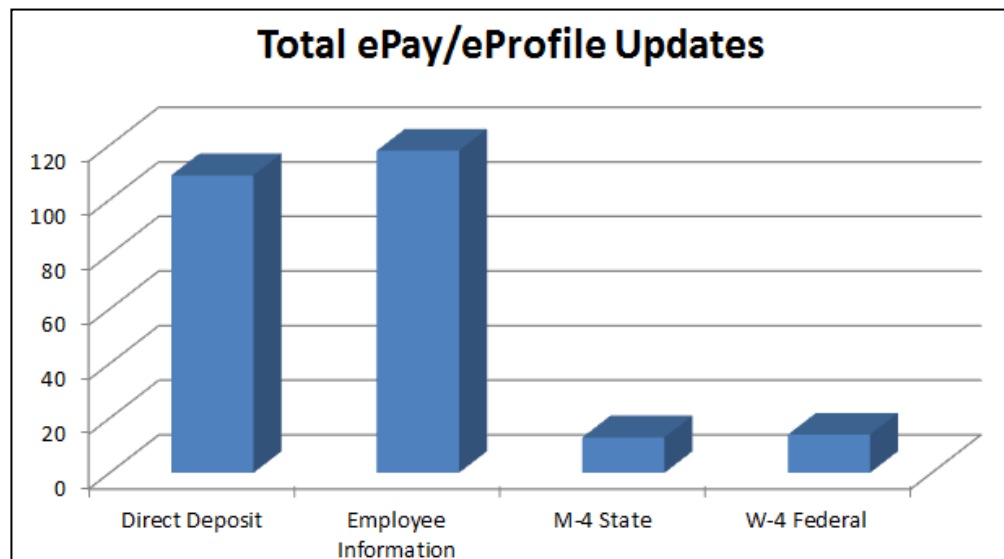
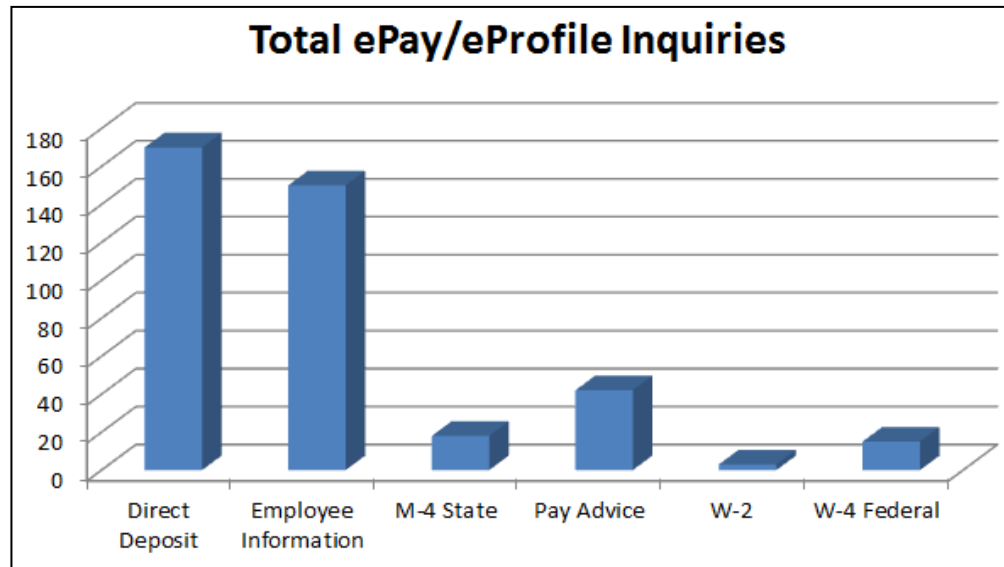
# Types of Inquiries Received

## Top Inquiry Classifications (Excluding Password Resets)



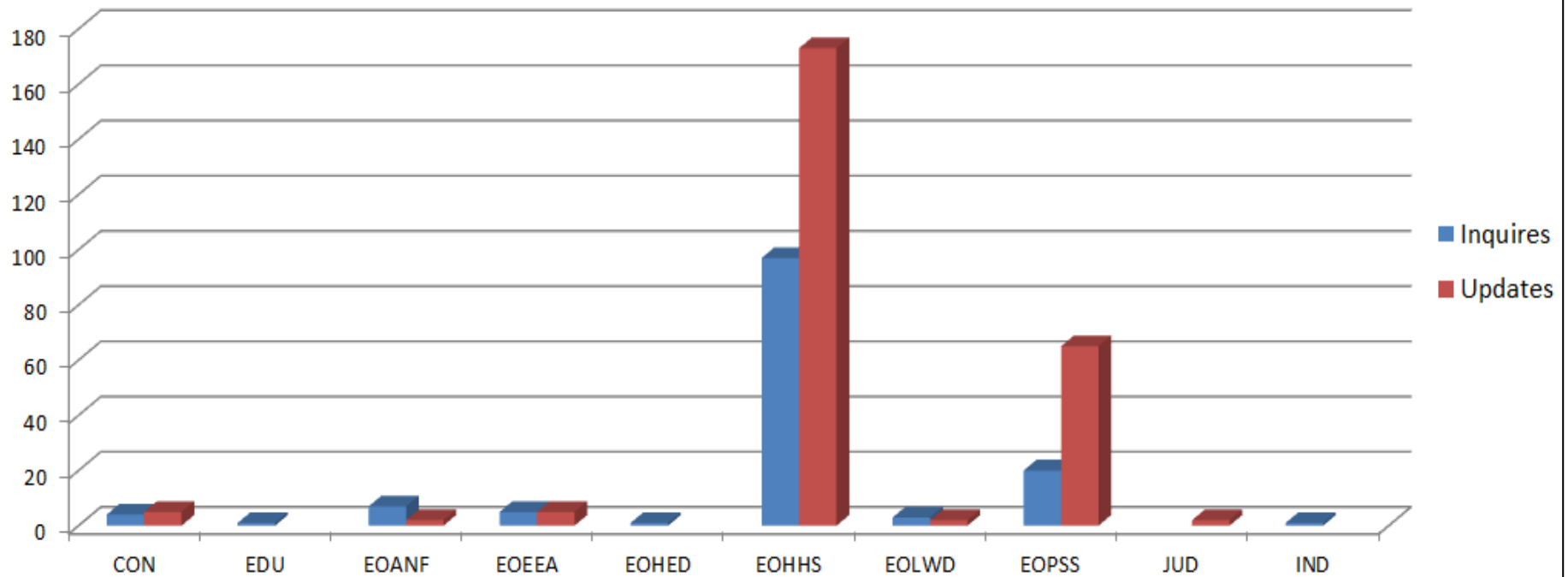
**Source:** ESC Footprints data from 10/30/2016 – 11/26/2016.

# ePay/eProfile Transactions



# ePay/eProfile Transactions by Secretariat

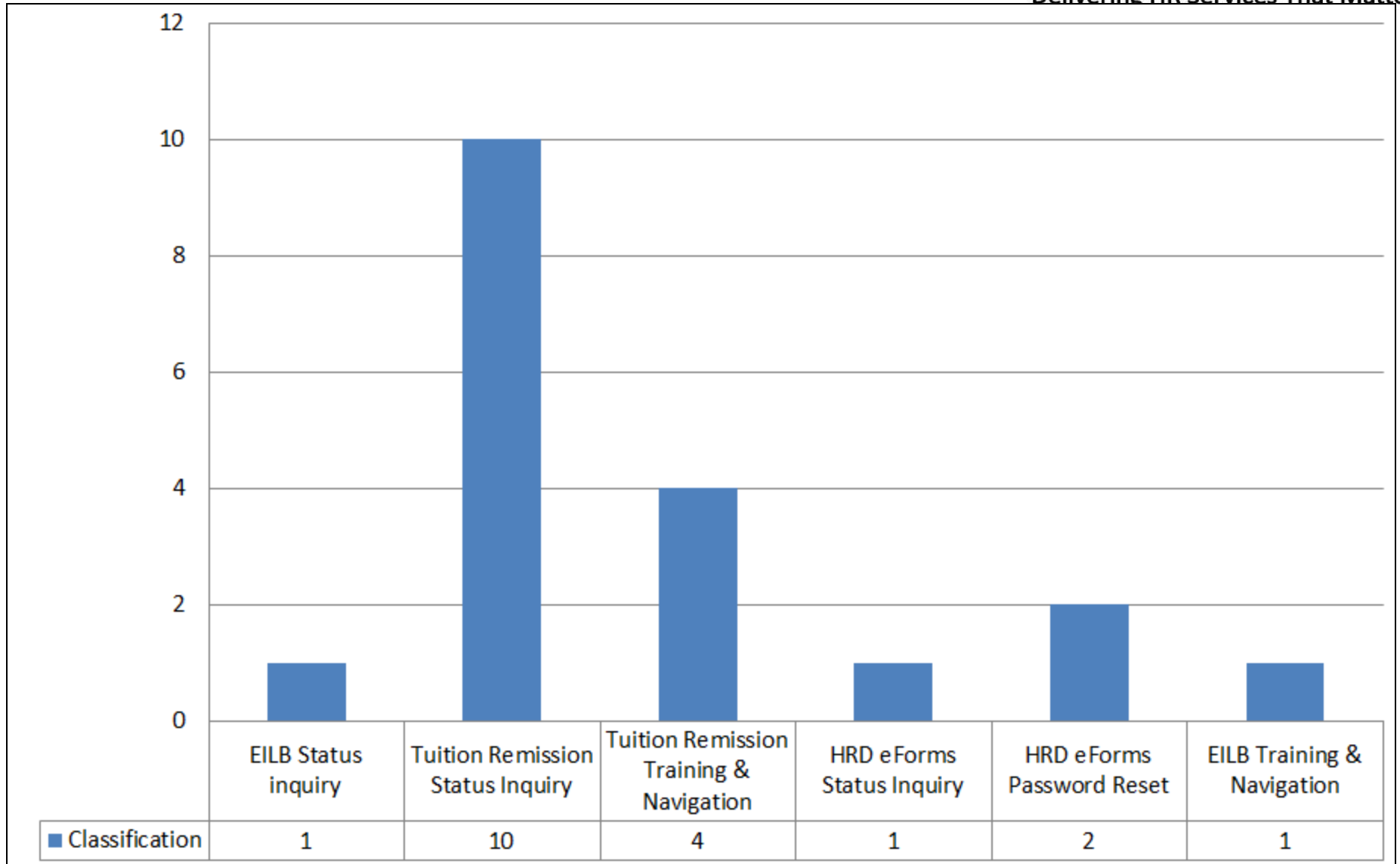
ePay/eProfile Transactions by Secretariat



Source: ESC Footprints data from 10/30/2016 – 11/26/2016.



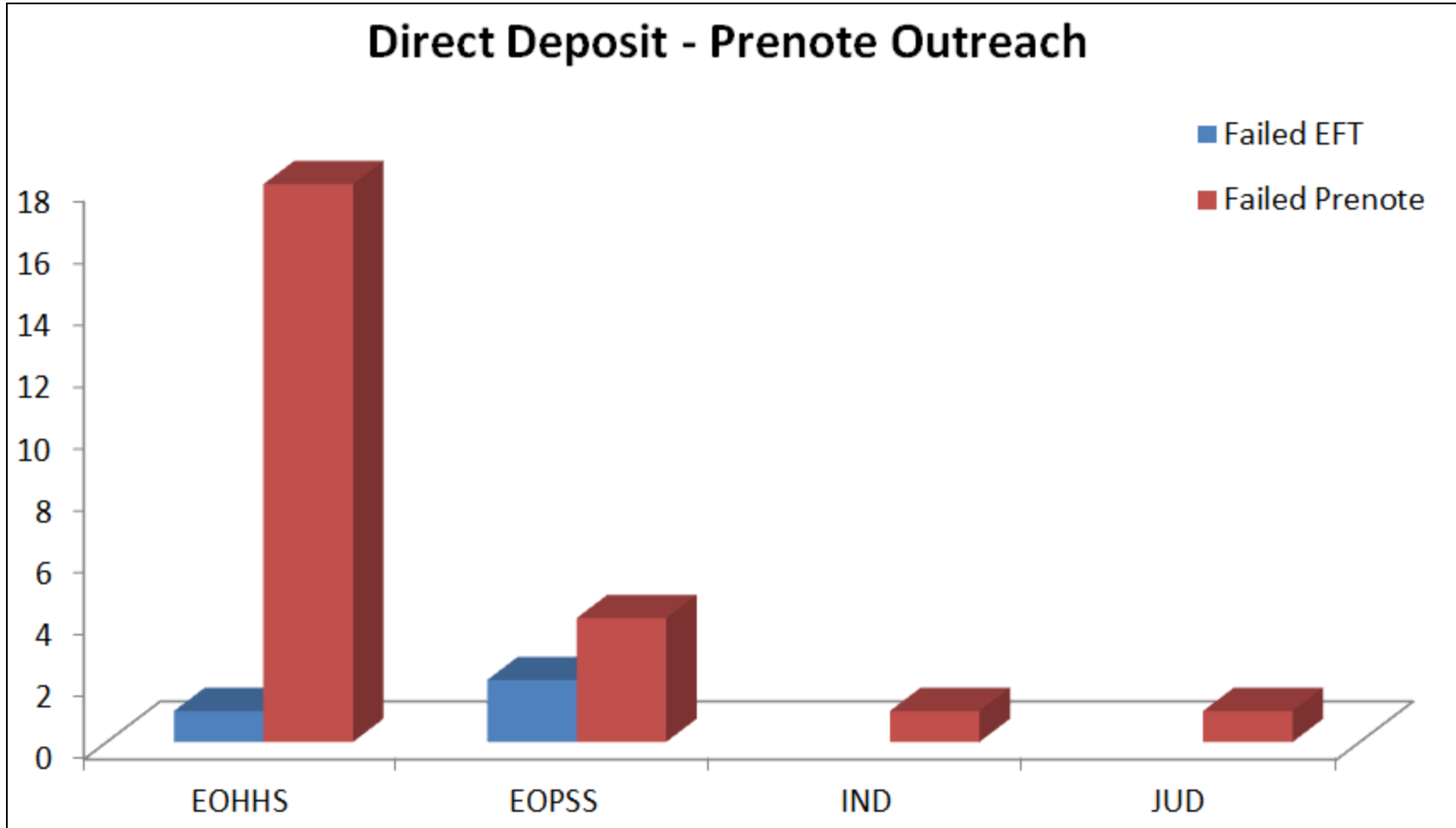
# eServices Inquiries



**Source:** ESC Footprints data from 10/30/2016 – 11/26/2016.



# Direct Deposit-Prenote Outreach



**Source:** ESC data 10/30/2016 – 11/26/2016.

# Case Resolution Time

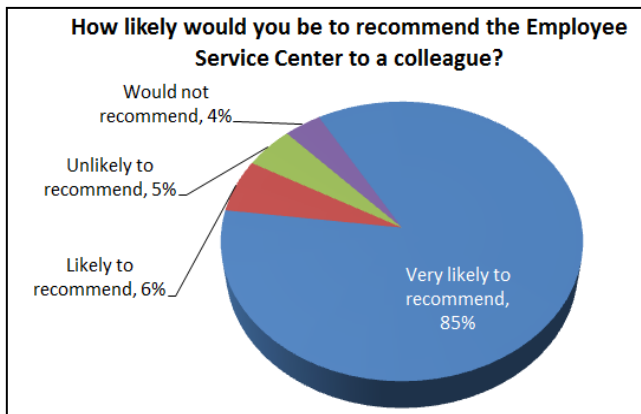
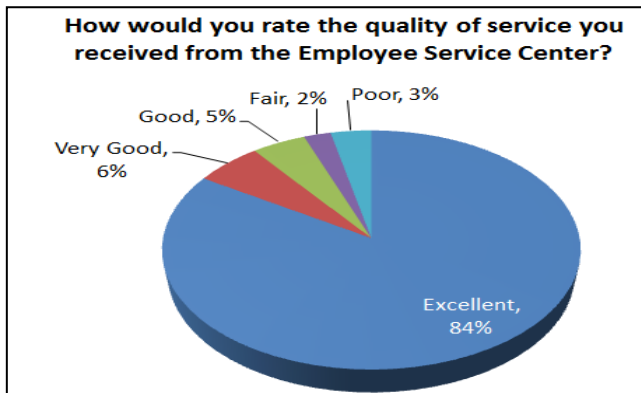
SLA Metric	Target	Current Period 10/30/2016 – 11/26/2016	Previous Period 10/2/2016 – 10/29/2016	Previous Year October 2015
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.65%	99.74%	99.78%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	93.0% within 1 Day and 95.6% within 3 Days	91.8% within 1 Day and 94.8% within 3 Days	89.9% within 1 Day and 96.7% within 3 Days

**Source:** ESC Footprints data from 10/30/2016 – 11/26/2016.



# Customer Satisfaction Survey Results

SLA Metric	Target	Current Period 10/30/2016 – 11/26/2016	Previous Period 10/02/2016 – 10/29/2016	October 2015
<b>Customer satisfaction</b>  (Based on automated survey upon ticket closure.)	80% of customers rate overall satisfaction good to excellent	95% rated good to excellent  (1.473% response rate)	94% rated good to excellent  (1.061% response rate)	96% rated good to excellent  (1.388% response rate)



## Selected Monthly Comments:

- The employee who assisted my was knowledgeable, courteous, and promptly addressed my issue.
- Immediate response was greatly appreciated!
- The person who assisted me was very courteous and helpful. How nice it was, to be able to converse with a human being, instead of a machine!
- Given the number of times a day, every day, that ESC staff have to help people with their passwords, I think it's amazing that people are as helpful and courteous as they are.

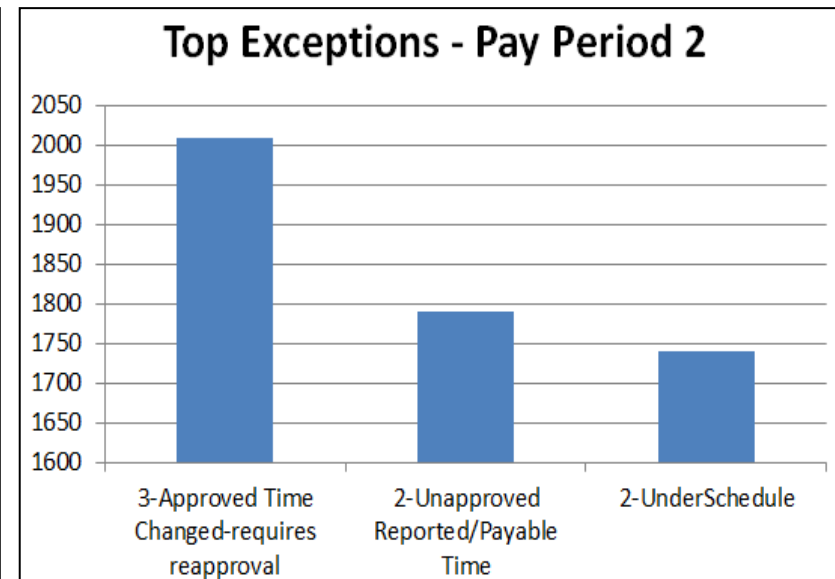
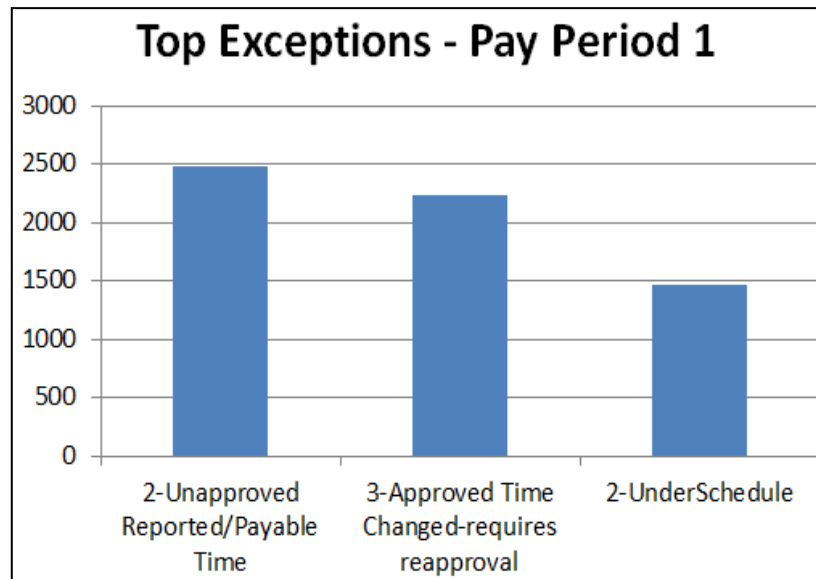
**Source:** ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 10/30/2016 – 11/26/2016.

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# Outbound Contact Percentages

SLA Metric	Target	Current Period 10/30/2016 – 11/26/2016	Previous Period 10/02/2016 – 10/29/2016
Percentage of approvers contacted with unresolved high exceptions requiring ESC intervention for resolution:	98% 85% holiday/emergency leave weeks	60.61%	60.64%

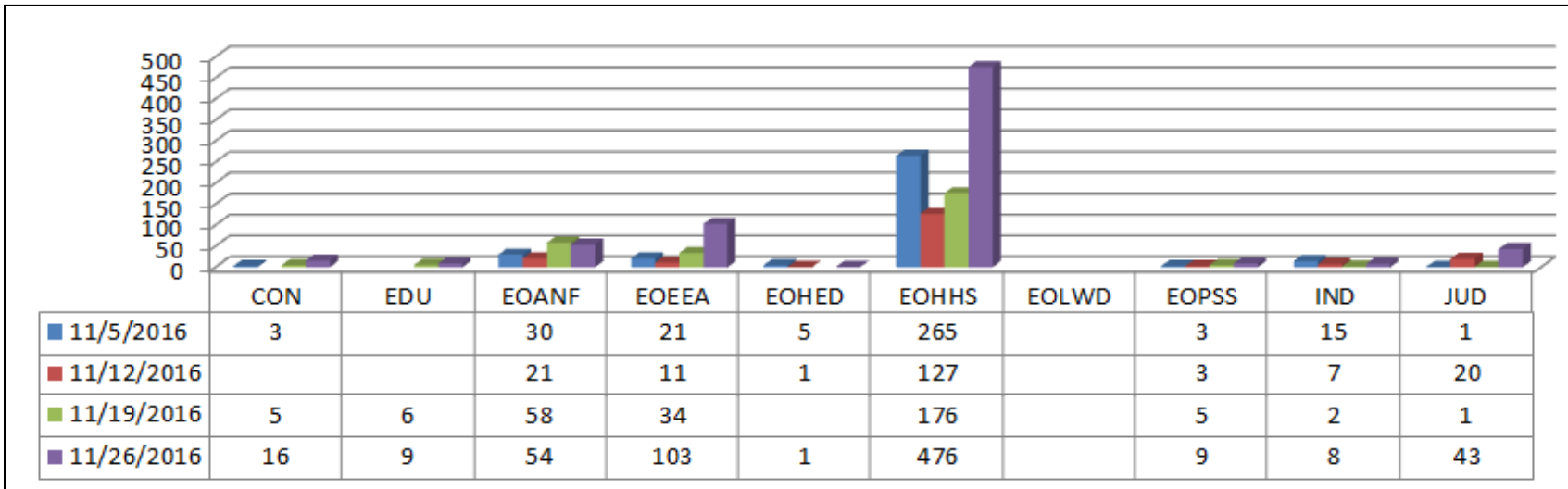


**Source:** ESC data from 10/30/2016 – 11/26/2016.

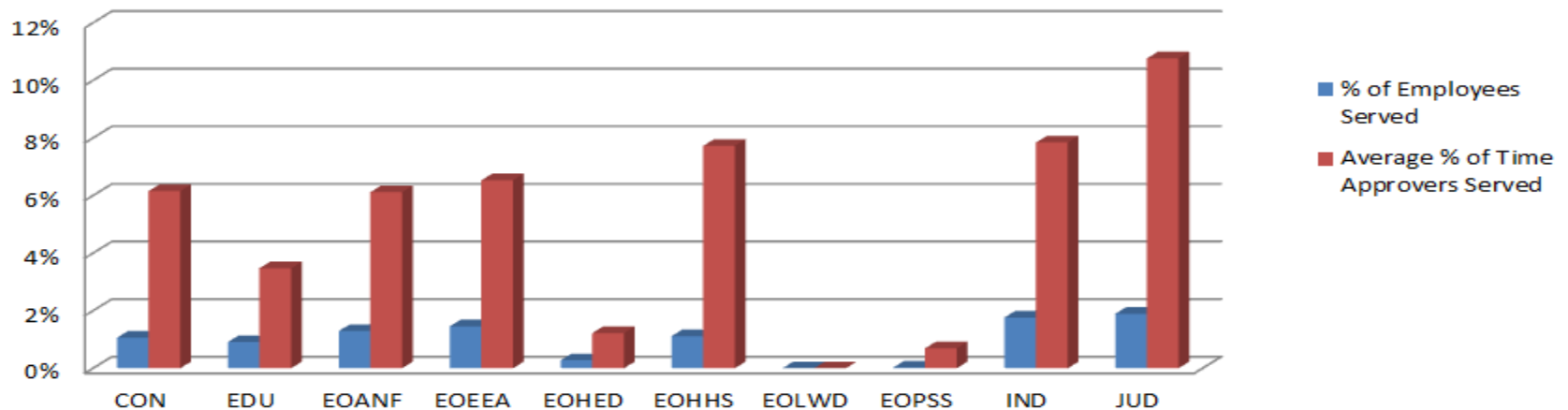
# Outbound Exception Management Calls

Outbound calls are made on a weekly basis when employees and approvers miss the deadlines for time entry/time approval or when system generated exceptions appear on a timesheet.

EOHHS agencies continue to represent the largest volume of outbound calls from the ESC.



## Average weekly calls as a % of Employees Served



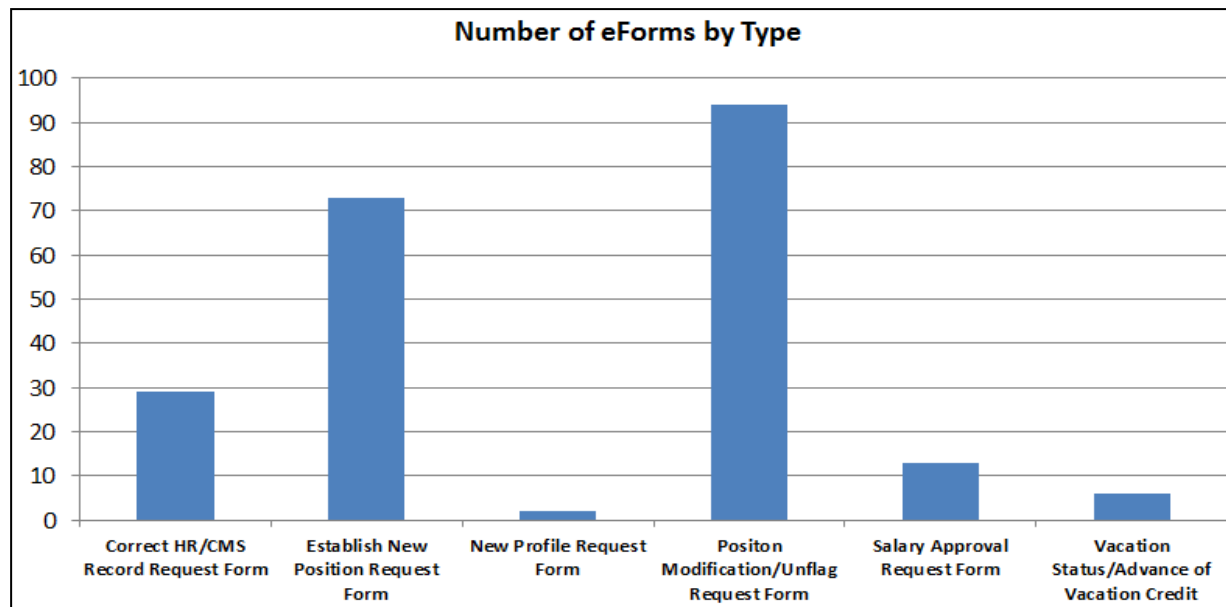
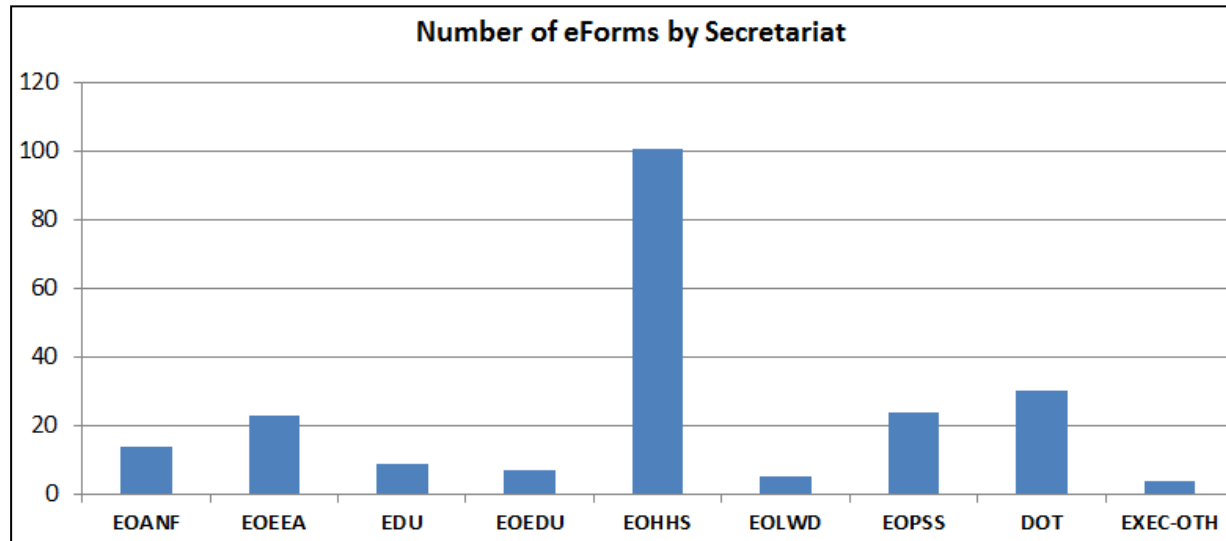
**Source:** ESC Exception Management System data 10/30/2016 – 11/26/2016.

Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., calling an employee multiple times).

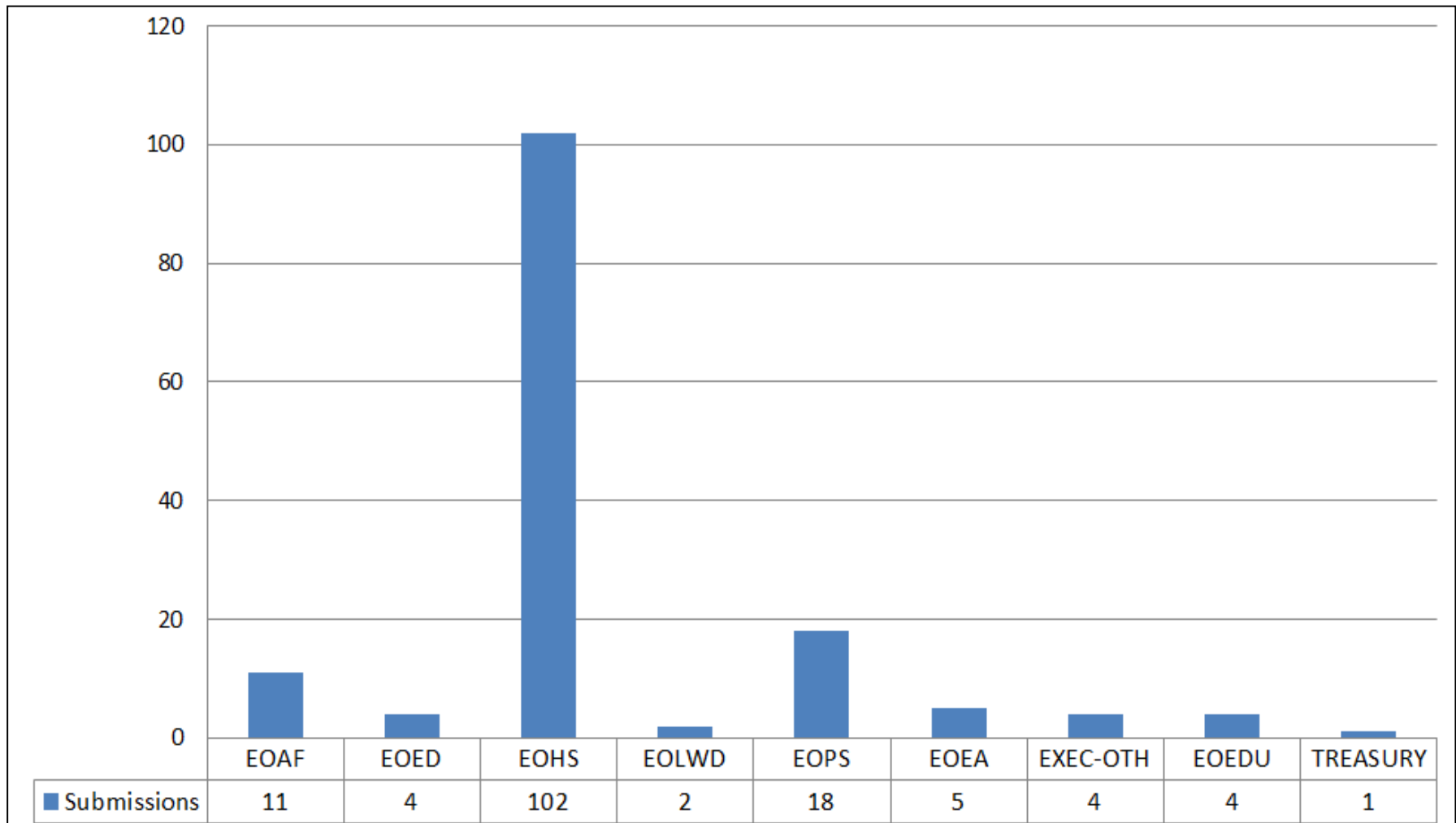


# Position Management

Total number of eForms processed by ESC: 188



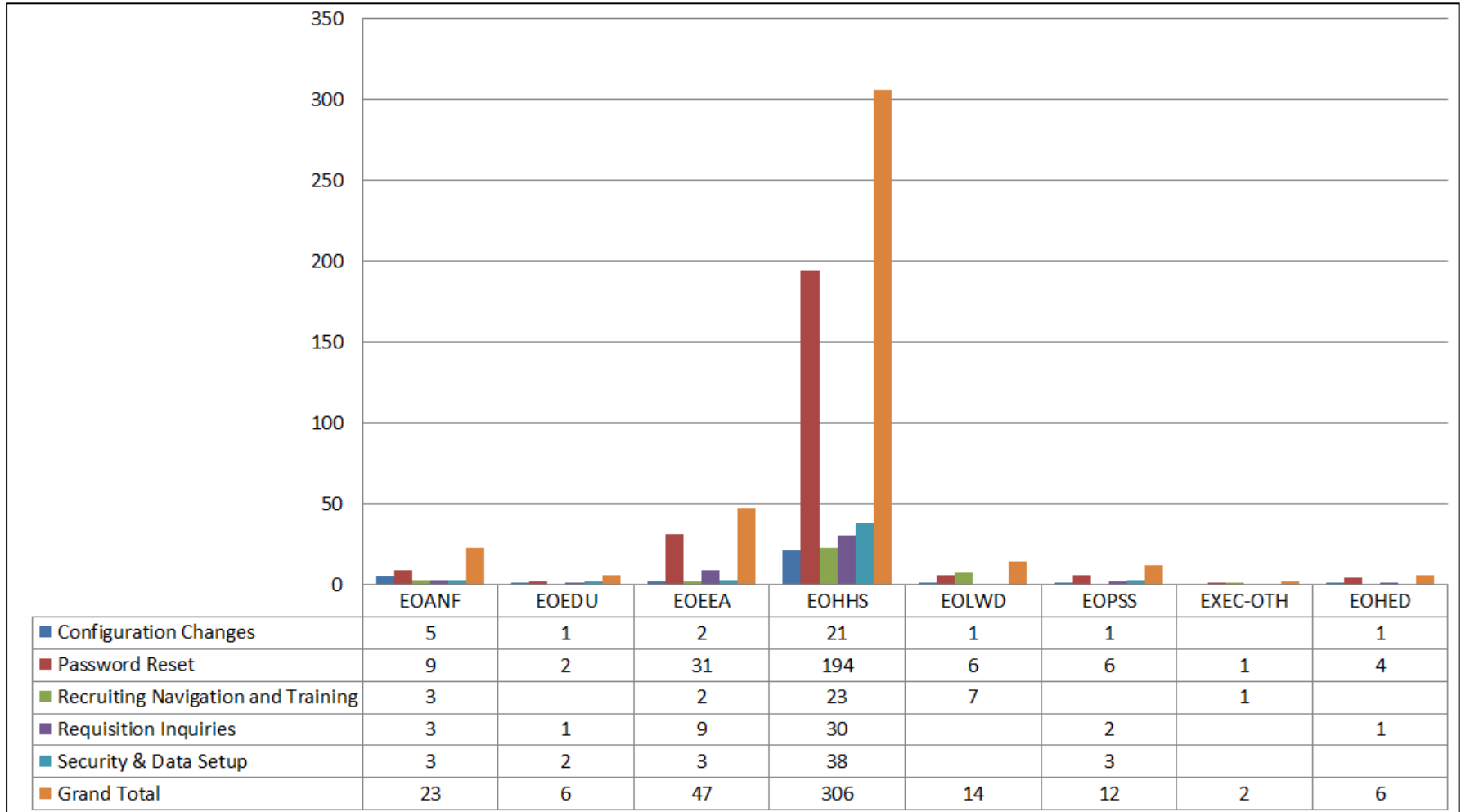
# Tuition Remission Submissions per Secretariat



**Source:** OnBase - Hyland Unity Client Reporting data from 10/30/2016 – 11/26/2016.



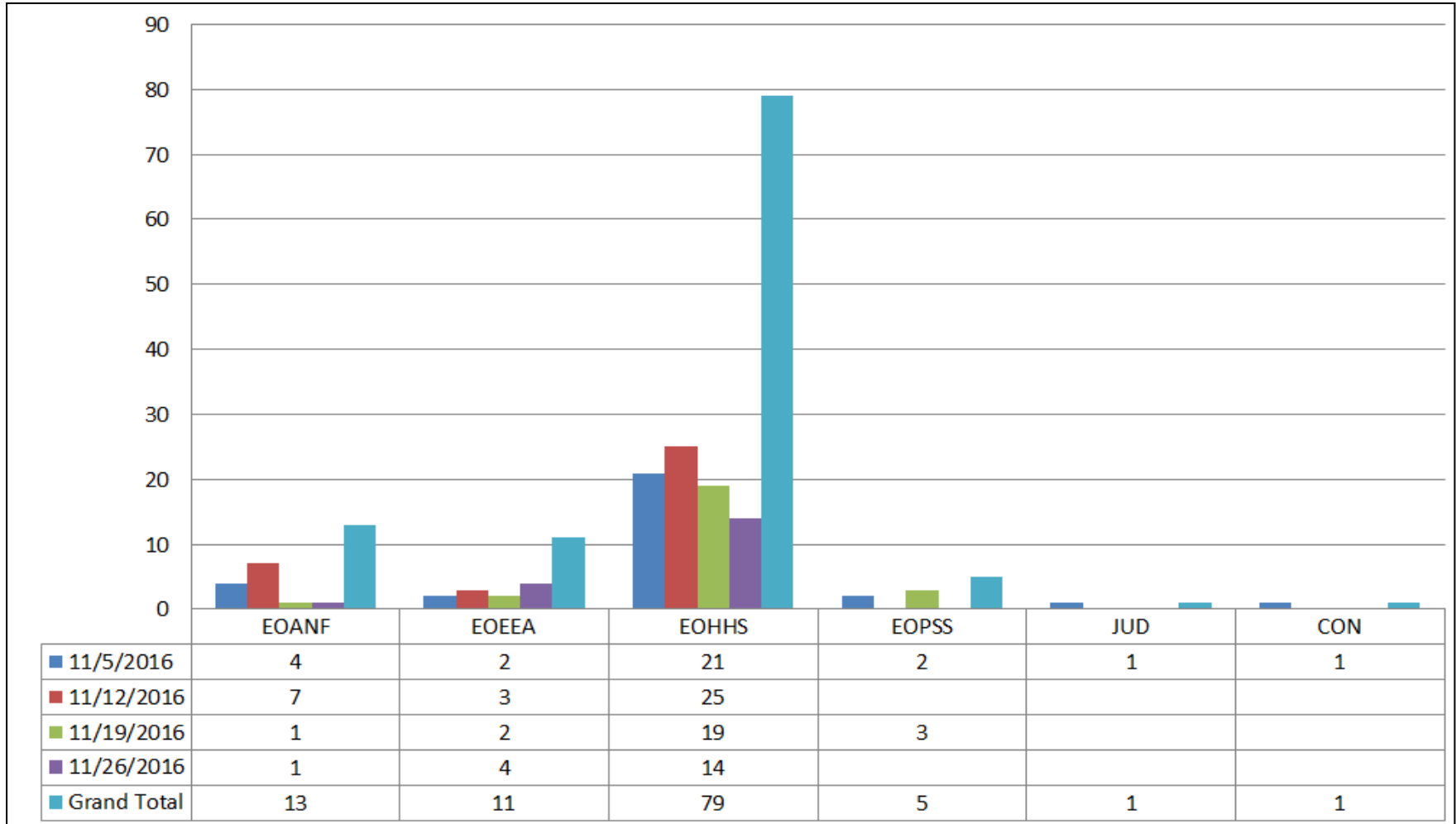
# MassCareers Top 5 Most Frequent Classifications by Secretariat



**Source:** ESC Footprints data from 10/30/2016 – 11/26/2016.



# Tickets Forwarded to Agency HR/Payroll



**Source:** ESC Footprints data from 10/30/2016 – 11/26/2016.

# Review Schedule Service Charter Scorecard

Service Month*		
Start Date	End Date	Report Available
10/30/2016	11/26/2016	12/14/2016
11/27/2016	12/24/2016	1/11/2017
12/25/2016	2/4/2017	2/15/2017
2/5/2017	3/4/2017	3/15/2017
3/5/2017	4/1/2017	4/12/2017
4/2/2017	4/29/2017	5/10/2017
4/30/2017	5/27/2017	6/7/2017
5/28/2017	6/24/2017	7/5/2017
6/25/2017	8/5/2017	7/16/2017
8/6/2017	9/2/2017	9/20/2017
9/3/2017	9/30/2017	10/18/2017
10/1/2017	10/28/2017	11/15/2017

**\*Note:** "Service Month" reporting periods are split by the closest pay period start and end dates to the beginning and end of the calendar month.



# Appendix: Agencies Served

Agencies Served	Employees	Agencies Served	Employees	Agencies Served	Employees
ADD-Developmental Disabilities Council	17	DOI-Division Of Insurance	146	MCB-Mass Commission For The Blind	149
AGR-Department Of Agricultural Resources	100	DOR-Department Of Revenue	1518	MCD-Commission For The Deaf And Hard Of Hearing	53
ALA-Administrative Law Appeals Division	33	DOS-Division Of Standards	17	MGC-Massachusetts Gaming Commission	88
ANF-Eo Administration & Finance	289	DPH-Department Of Public Health	3067	MIL-Massachusetts National Guard	9911
APC-Appeals Court	115	DPS-Department Of Public Safety	174	MMP-Massachusetts Marketing Partnership	18
ART-Mass Cultural Council	31	DPU-Department Of Public Utilities	157	MRC-Mass Rehabilitation Commission	984
ATB-Appellate Tax Board	20	DSS-Department Of Children And Families	4066	OCD-Dept Of Housing And Community	277
BLC-Board of Library Commissioners	20	DYS-Department Of Youth Services	862	OHA-Massachusetts Office On Disability	13
BSB-Bureau Of State Buildings	15	EDU-Executive Office Of Education	86	ORI-Office For Refugees And Immigrants	21
CAD-Commission Against Discrimination	86	EEC-Department Of Early Education	191	OSC-Office Of The Comptroller	127
CDA-Massachusetts Emergency Management Agency	95	EED-Executive Office Of Housing & Economic Development	57	OSD-Division Of Operational Services	105
CHE-Soldiers' Home In Massachusetts	339	EHS-Executive Office Of Health and Human Services	1584	PAR-Parole Board	174
CHS-Department of Criminal Justice Information Systems	41	ELD-Department Of Elder Affairs	60	POL-State Police	2575
CJT-Criminal Justice Training Council	521	ENE-Department Of Energy Resources	62	REG-Division Of Professional Licensure	108
CME-Chief Medical Examiner	92	ENV-Executive Office Of Energy and Environmental Affairs	324	RGT-Department Of Higher Education	66
CPC-Committee for Public Counsel Services	744	EOL-Executive Office Of Workforce Development	1110	SCA-Office Of Consumer Affairs And Business Regulations	27
CSC-Civil Service Commission	6	EPS-Executive Office Of Public Safety and Security	198	SDA-Sheriffs Department Association	3
CSW-Commission On Status Of Women	2	EQE-Department Of Environmental Protection	690	SEA-Department Of Business And Technology	12
DAC-Disabled Persons Protection Commission	33	FWE-Department Of Fish And Game	327	SOR-Sex Offender Registry	48
DCP-Capital Asset Management And Maintenance	431	GIC-Group Insurance Commission	56	SRB-State Reclamation Board	148
DCR-Department Conservation And Recreation	1098	HCF-Health Care Finance & Policy	152	TAC-Department Of Telecommunications	22
DFS-Department Of Fire Services	608	HLI-Soldiers' Home In Holyoke	358	TRB-Teachers Retirement Board	95
DMH-Department of Mental Health	3630	HPC-Health Policy Commission	68	TRE-Office Of The State Treasurer	250
DMR-Health and Human Services	6603	HRD-Human Resources Division	130	VET-Department Of Veterans Service	64
DOB-Division Of Banks	166	ITD-Information Technology Division	347	VWA-Victim And Witness Assistance	21
DOC-Department of Corrections	4871	LIB-George Fingold Library	11	WEL-Department Of Transitional Assistance	1623
DOE-Department Of Elementary & Secondary Education	482	LOT-Lottery And Gaming Commission	397	<b>Grand Total:</b>	<b>53685</b>

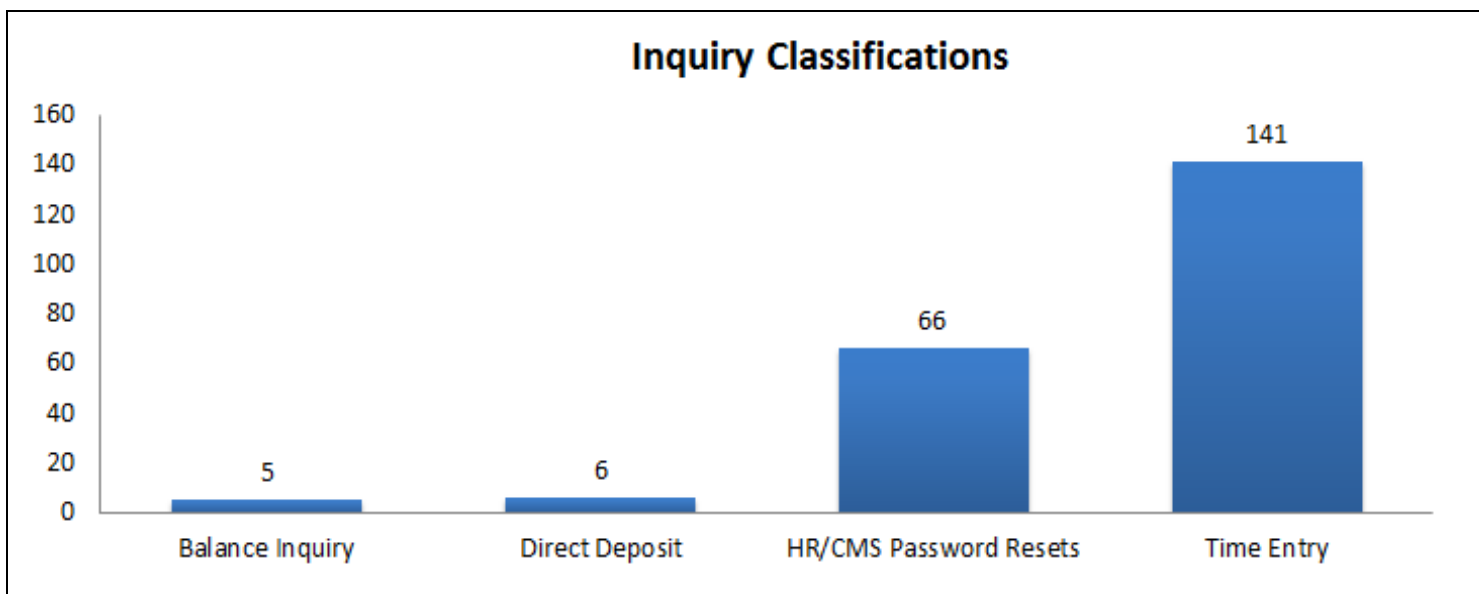
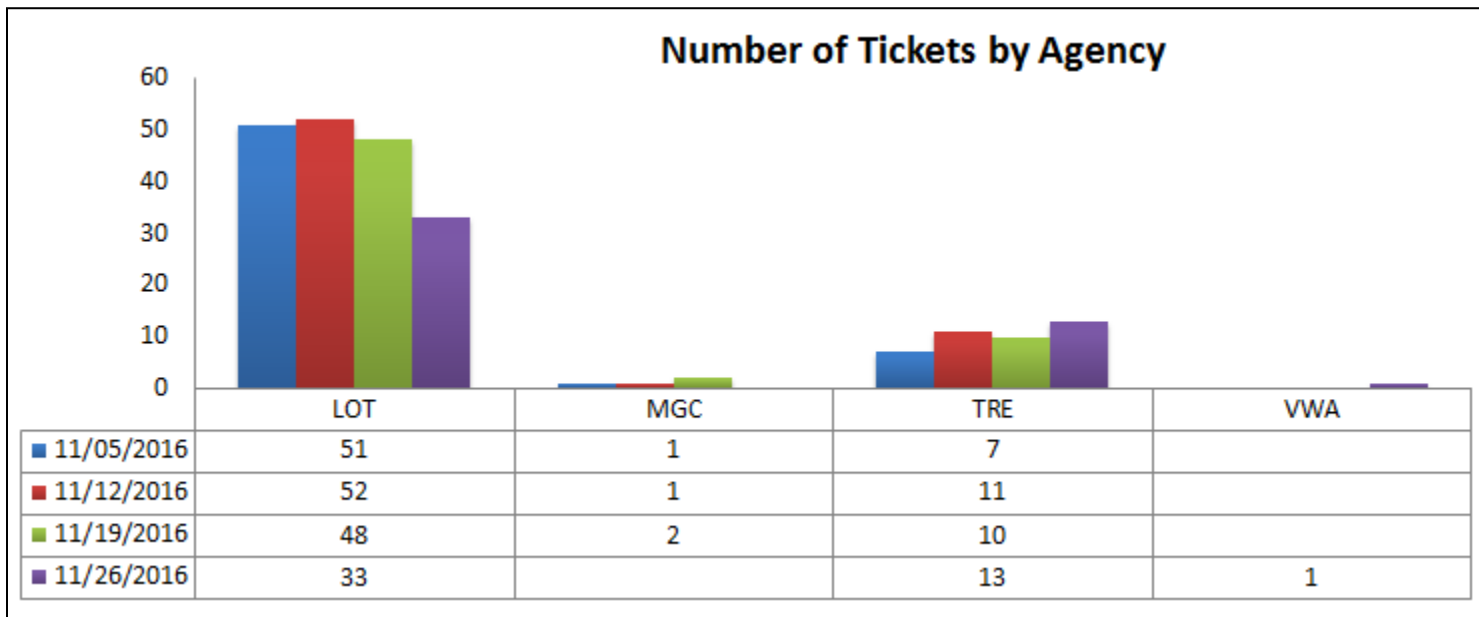


# Appendix: Inquiries by Agency

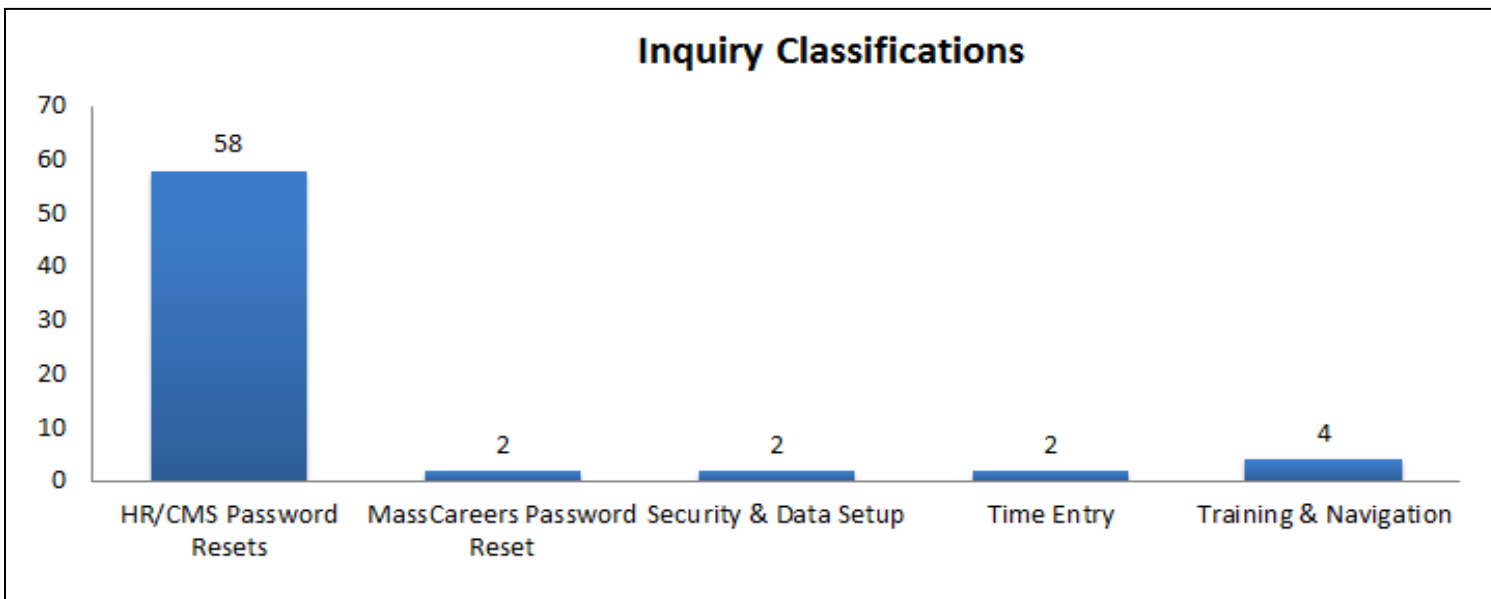
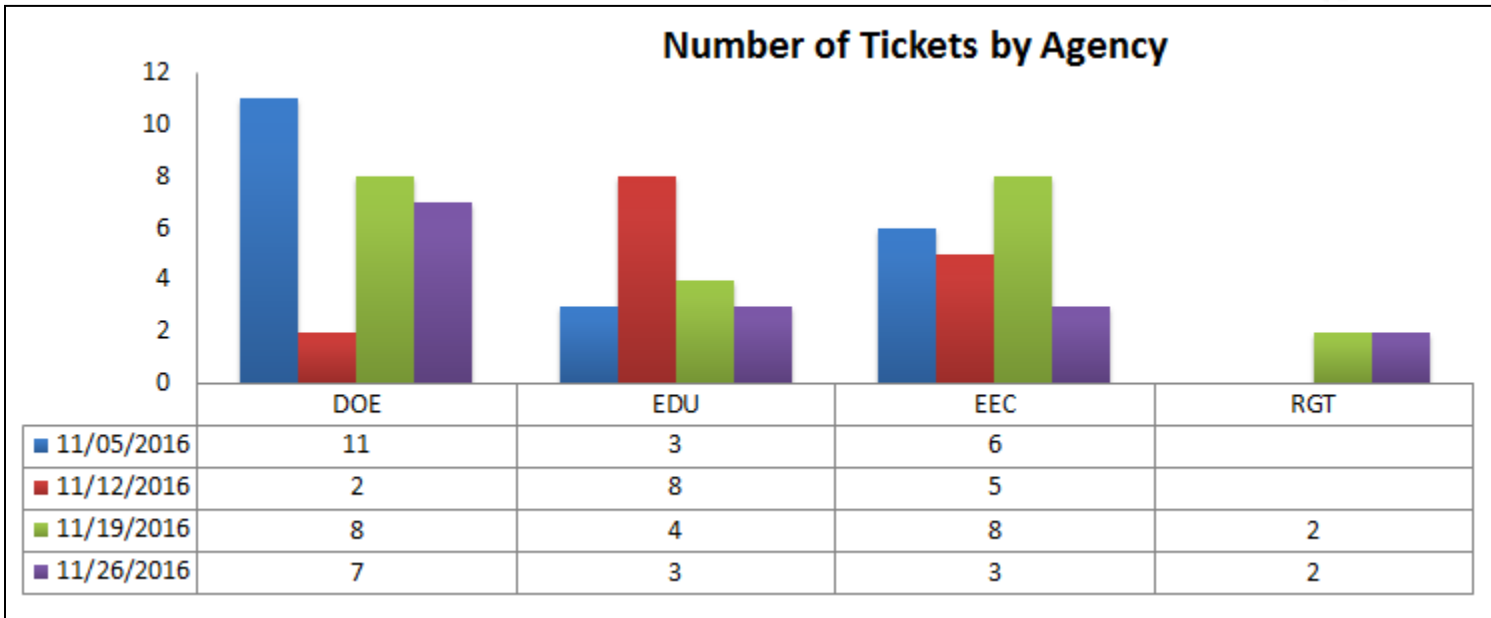
- Note: No inquiries were received for this service month from:

CSC – Civil Service Commission	CSW – Commission on Status of Women
OHA - Massachusetts Office On Disability	SEA - Department Of Business And Technology
TAC - Department Of Telecommunications	

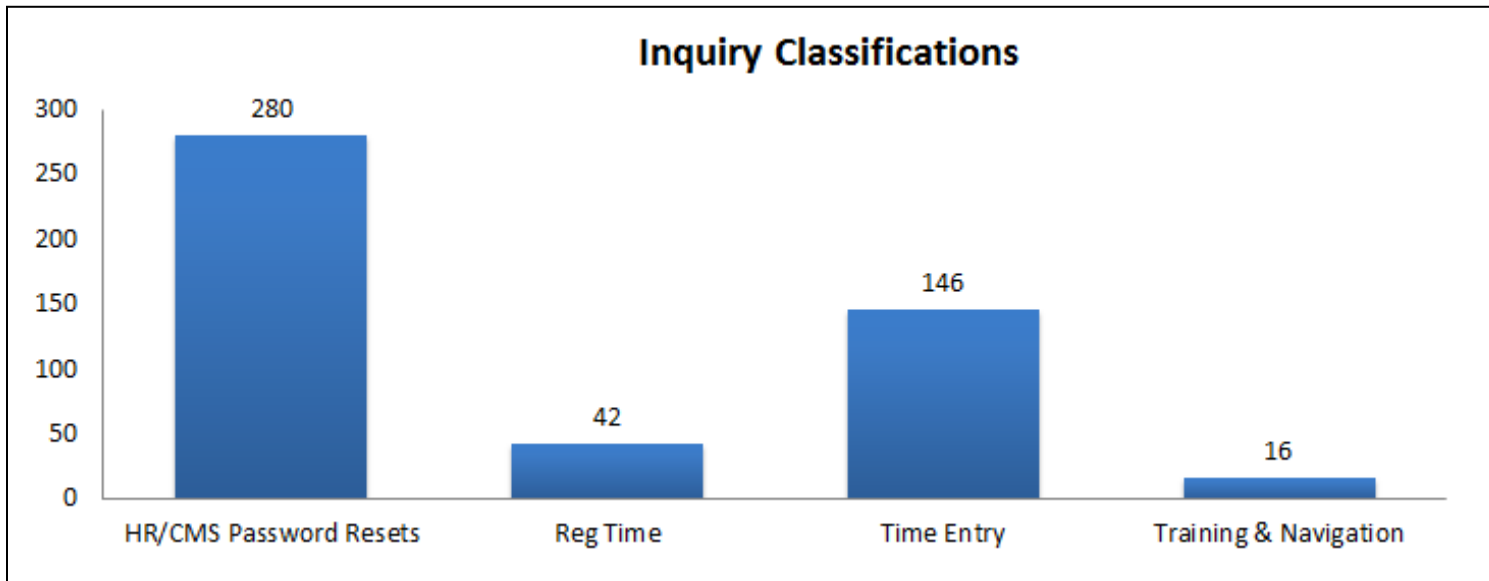
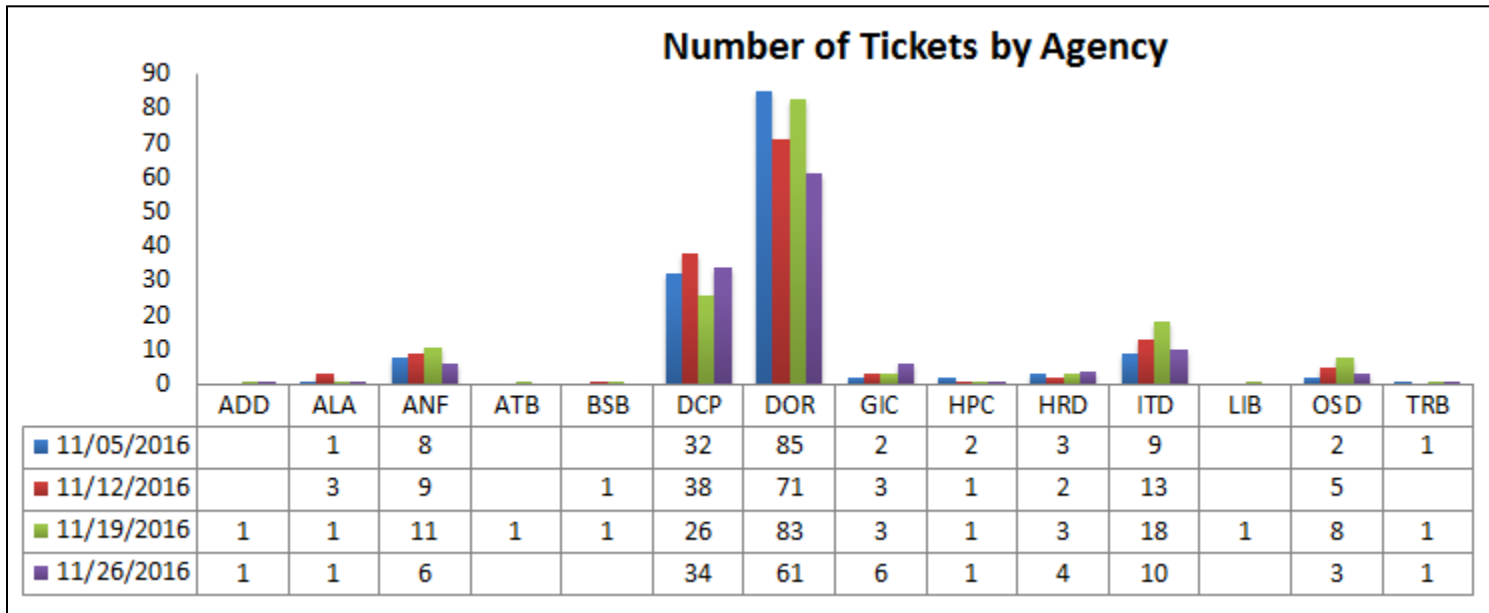
# CON Agencies



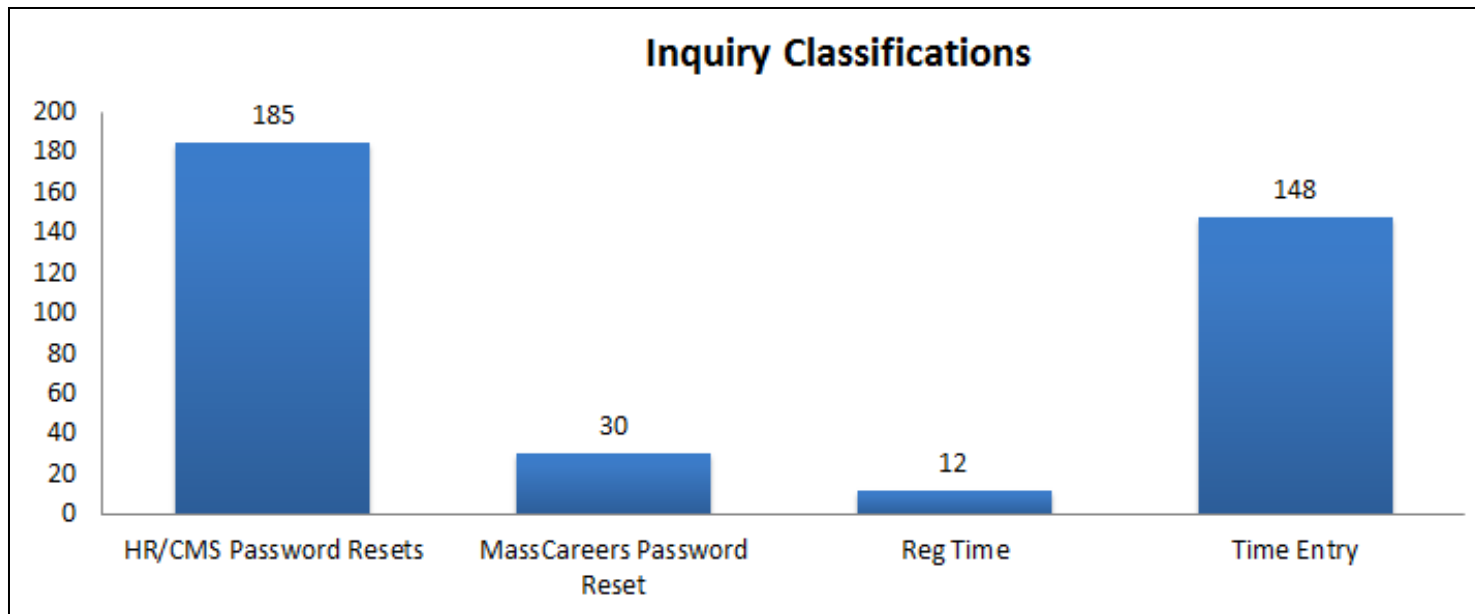
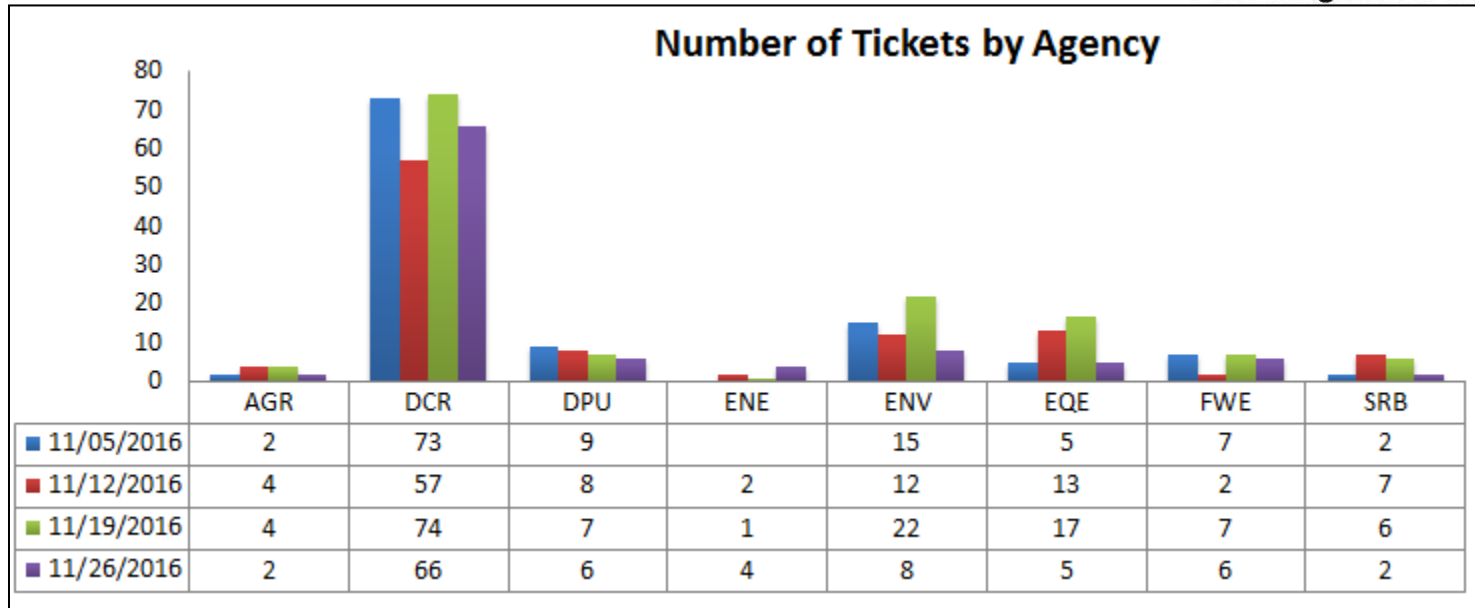
# EDU Secretariat Agencies



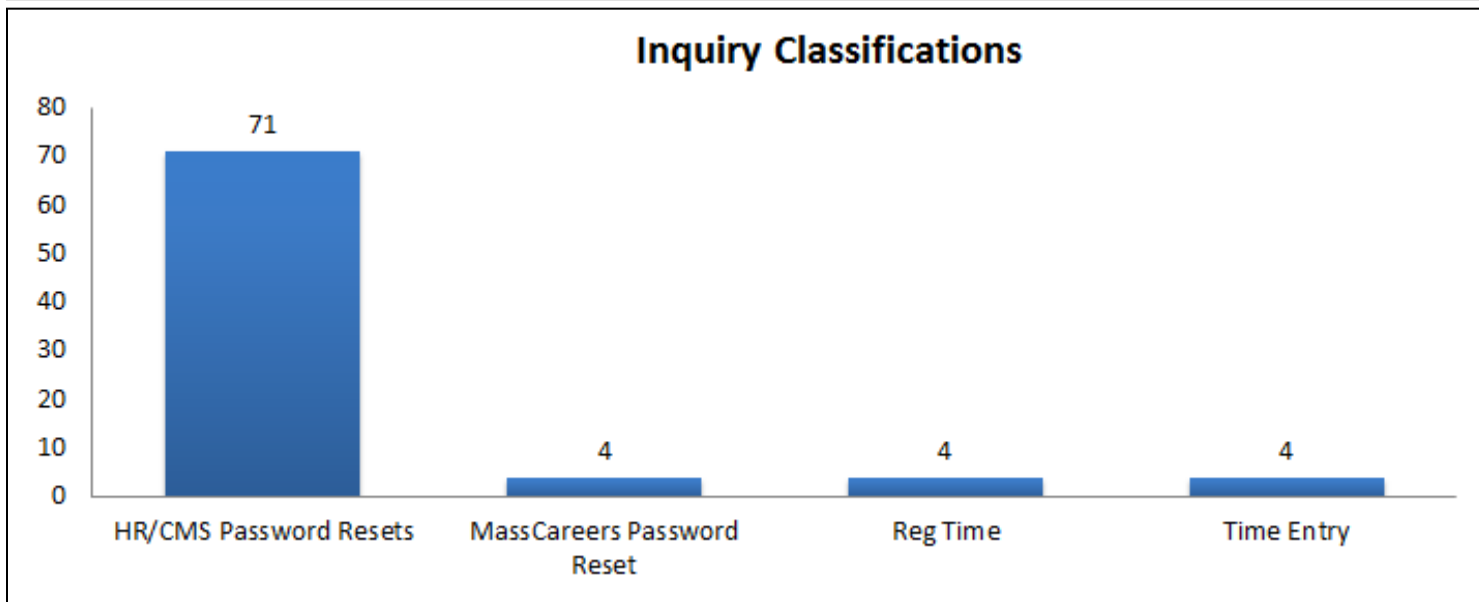
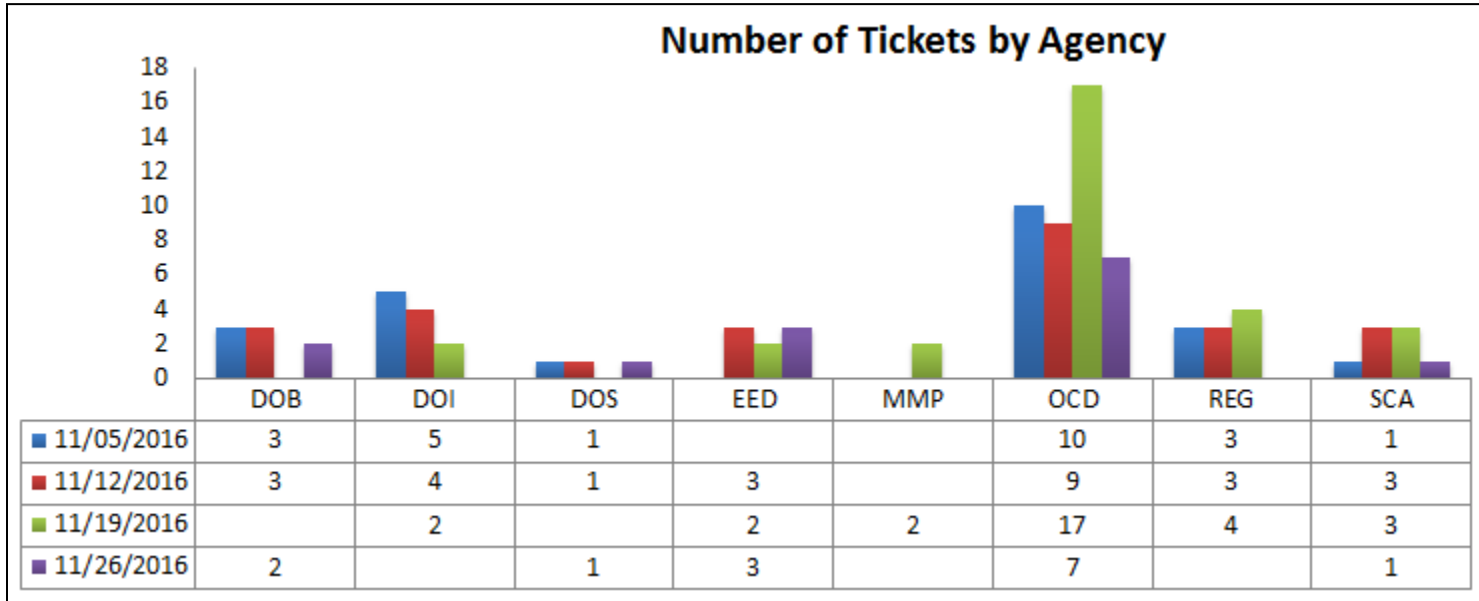
# EOANF Secretariat Agencies



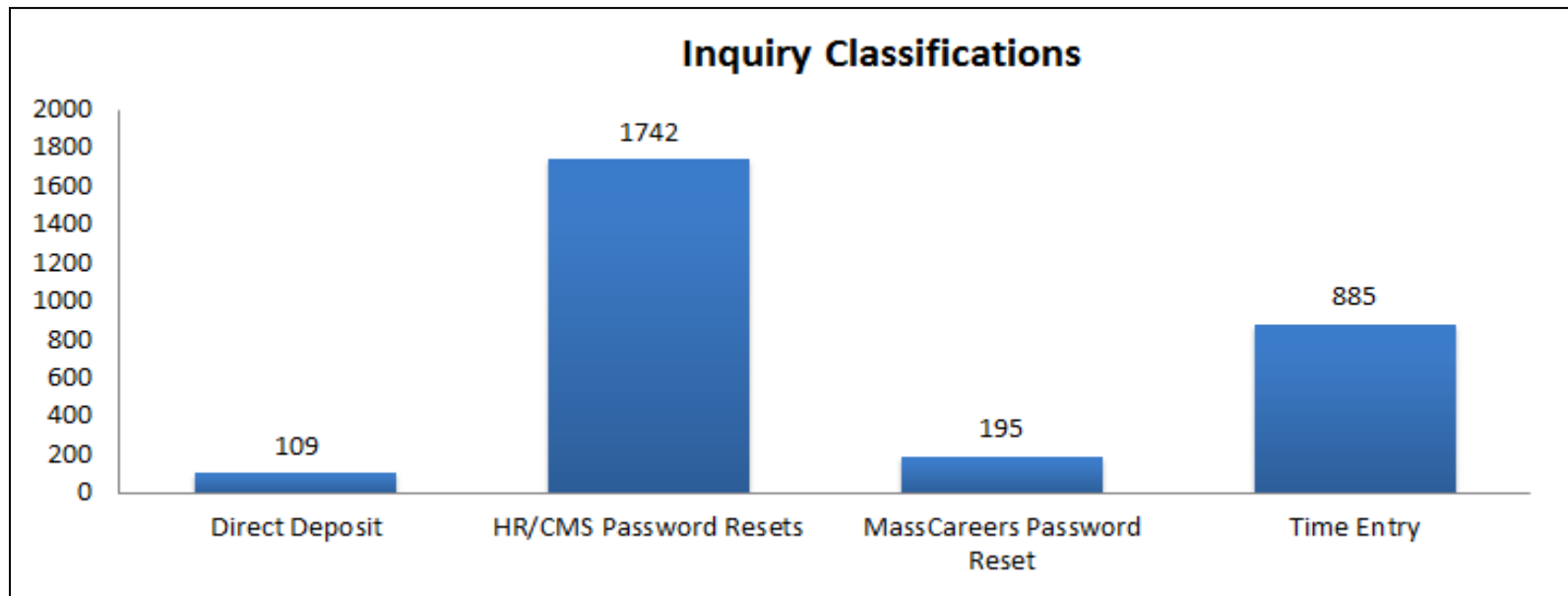
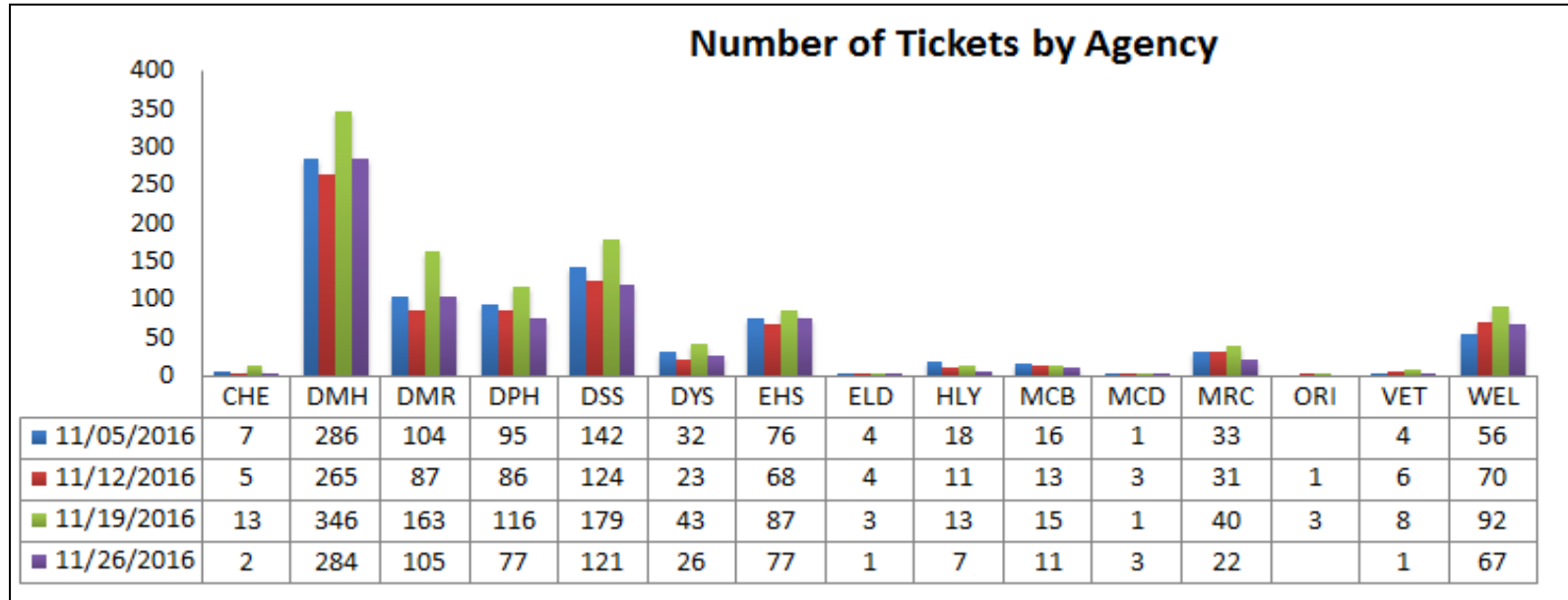
# EOEEA Secretariat Agencies

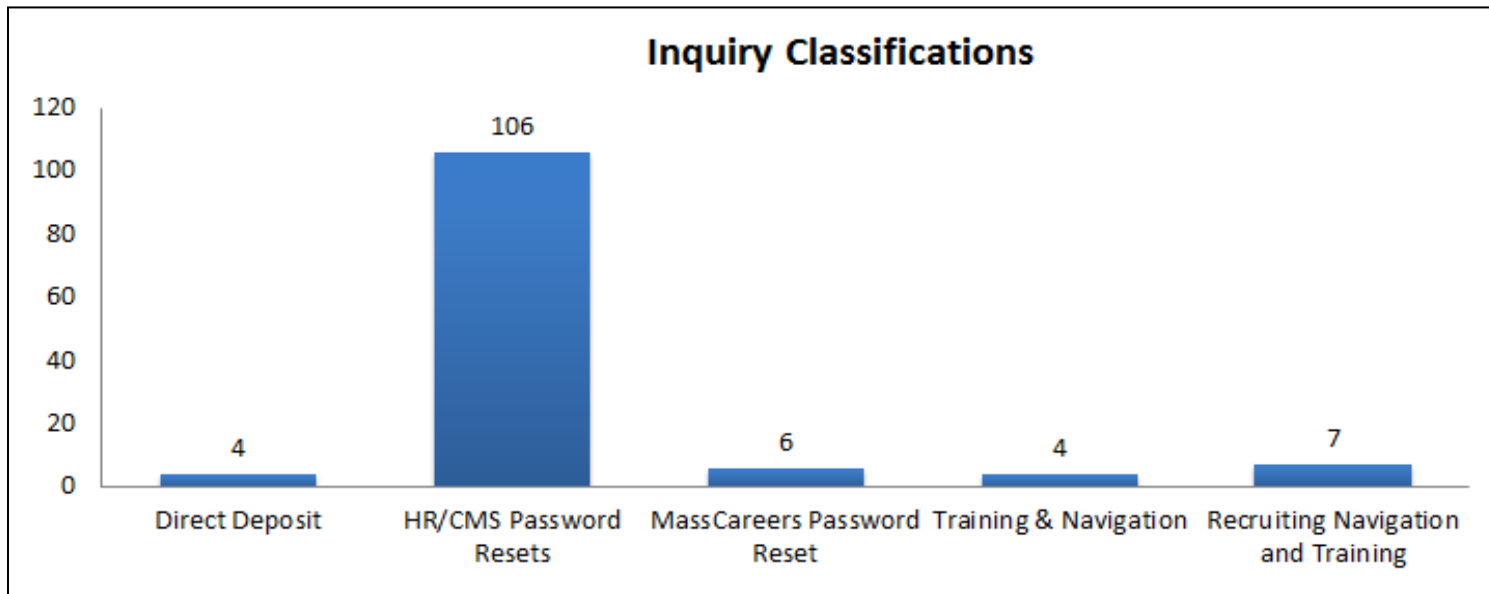
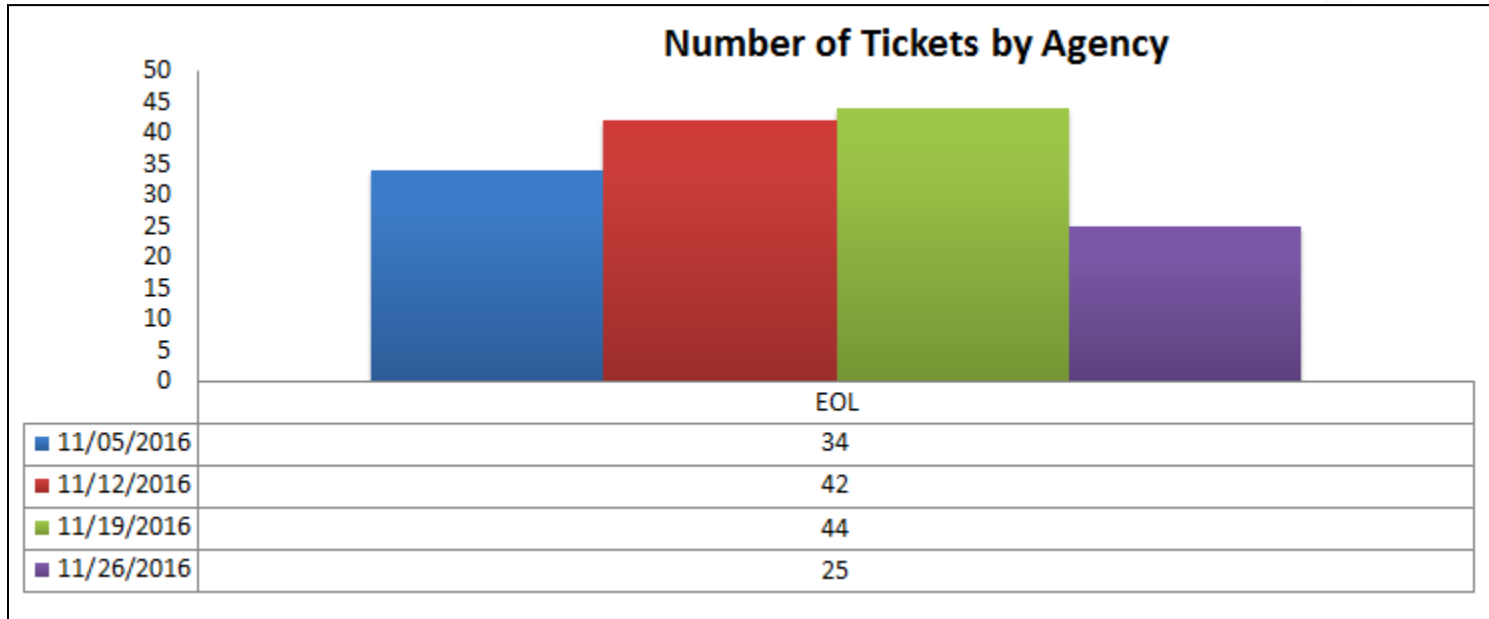


# EOHED Secretariat Agencies

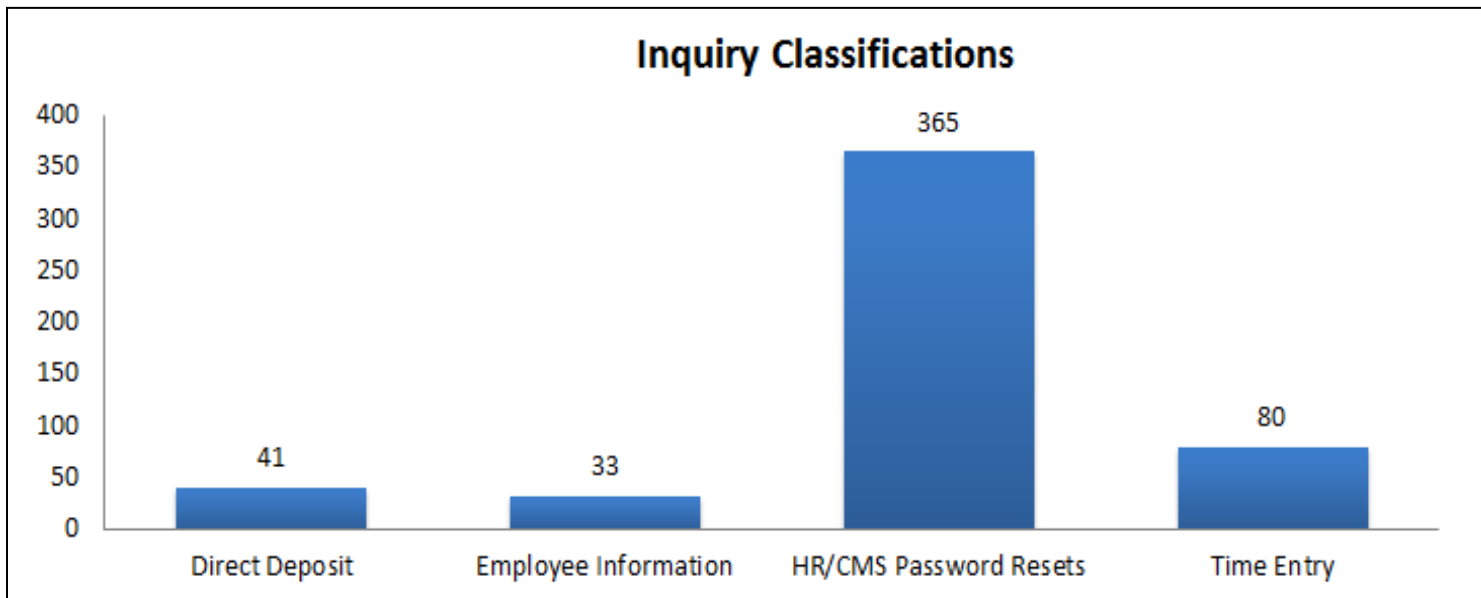
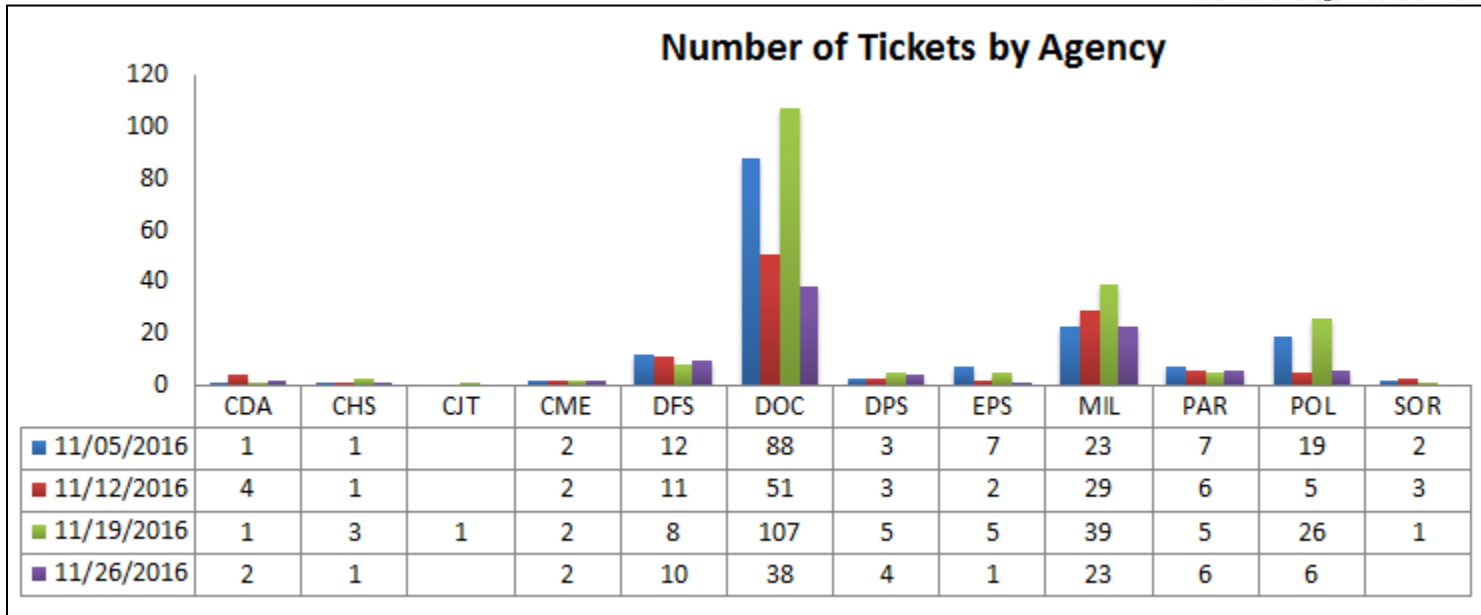


# EOHHS Secretariat Agencies

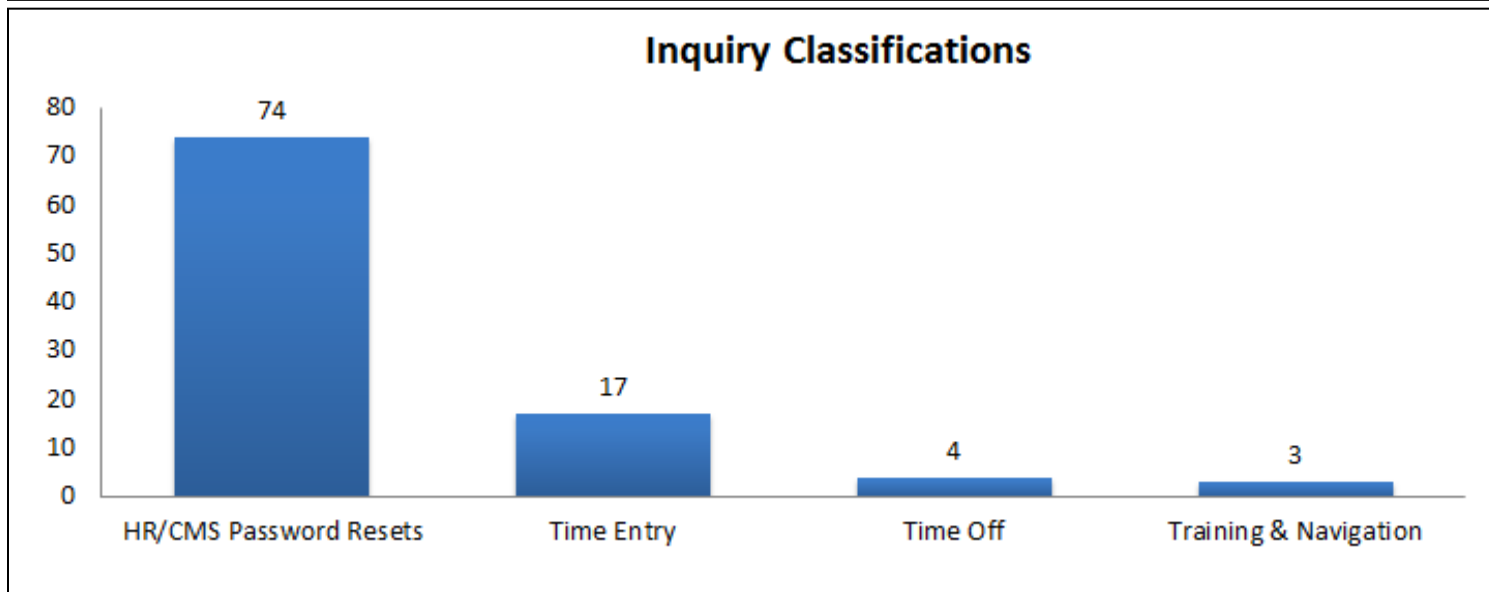
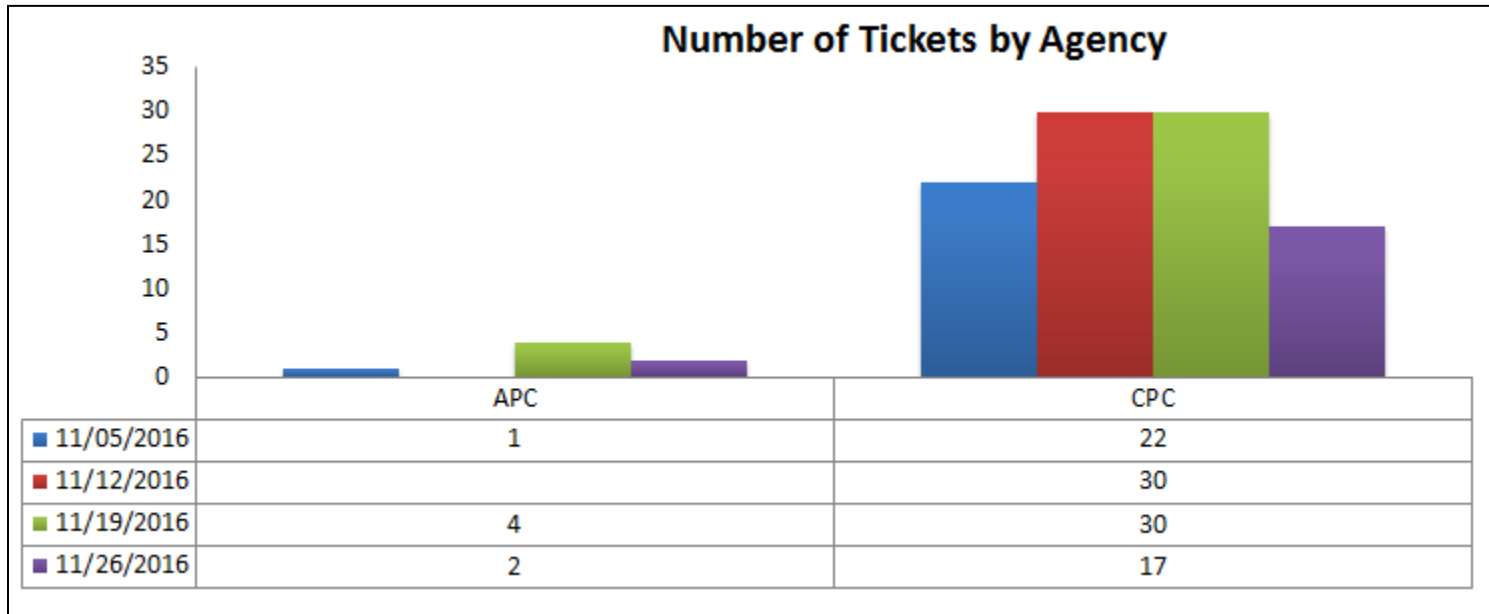




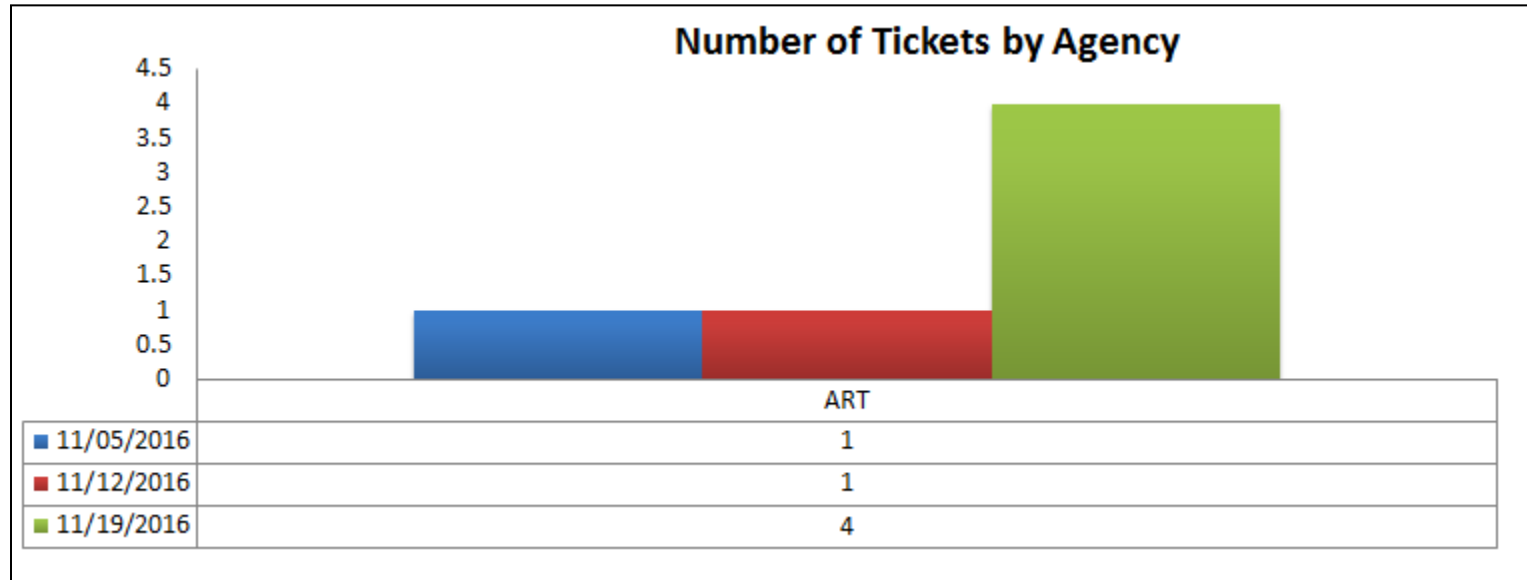
# EOPSS Secretariat Agencies



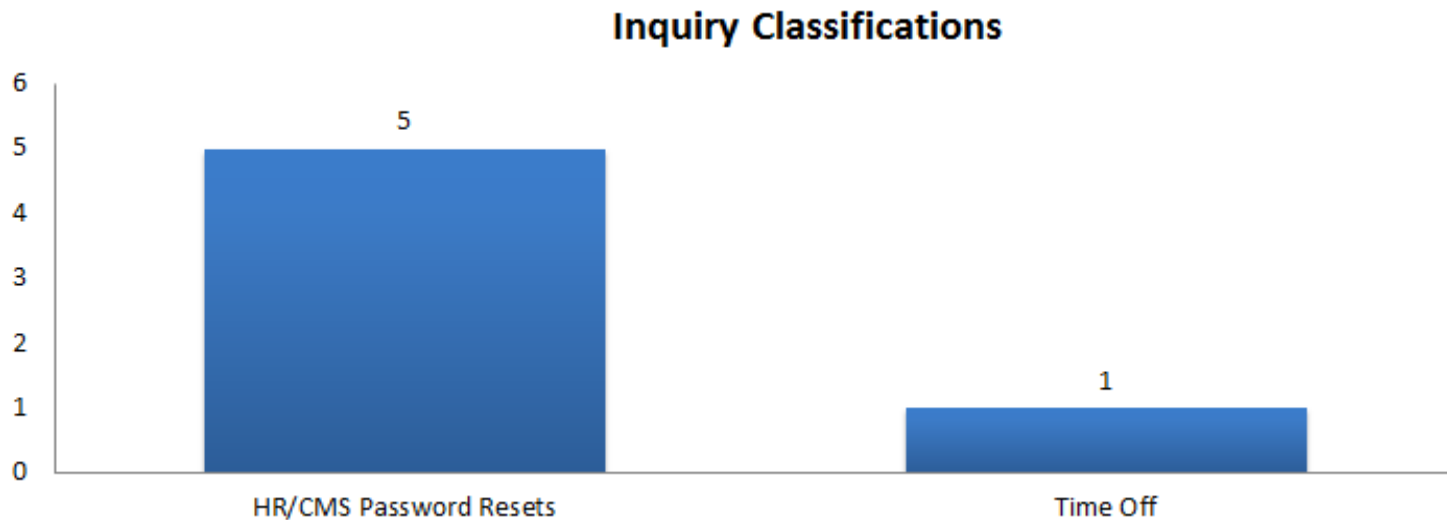
# JUD Agencies



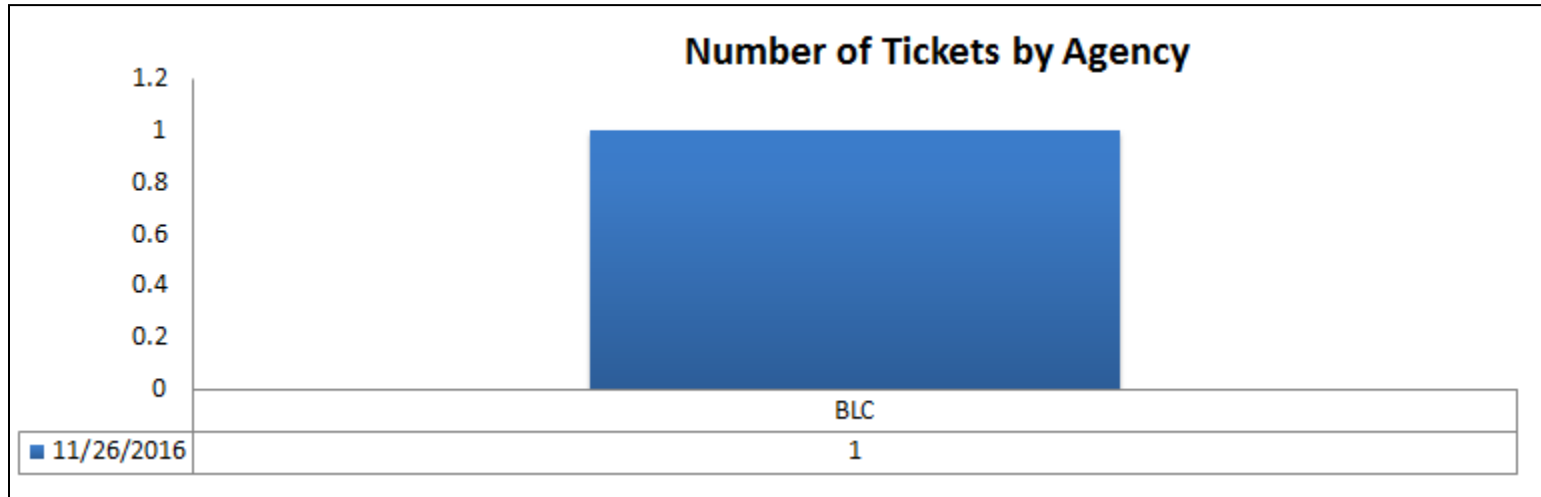
# ART Tickets and Classification



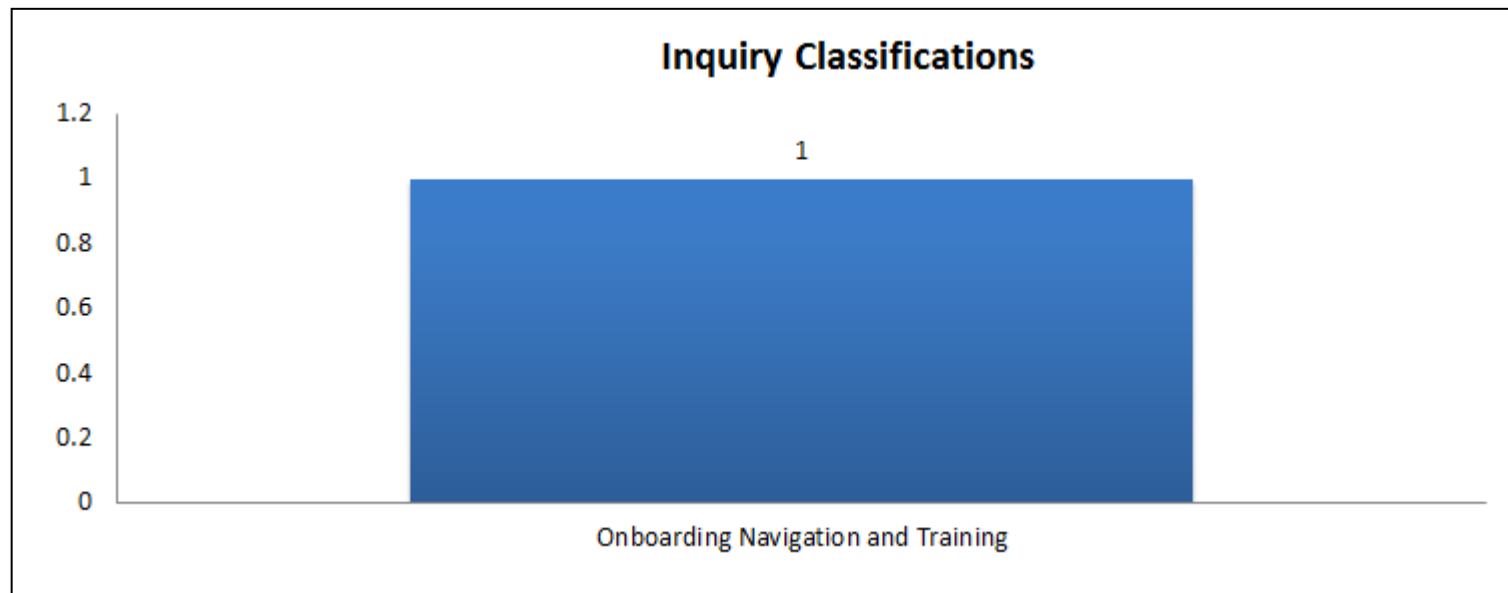
There were no requests the weeks of 11/26.



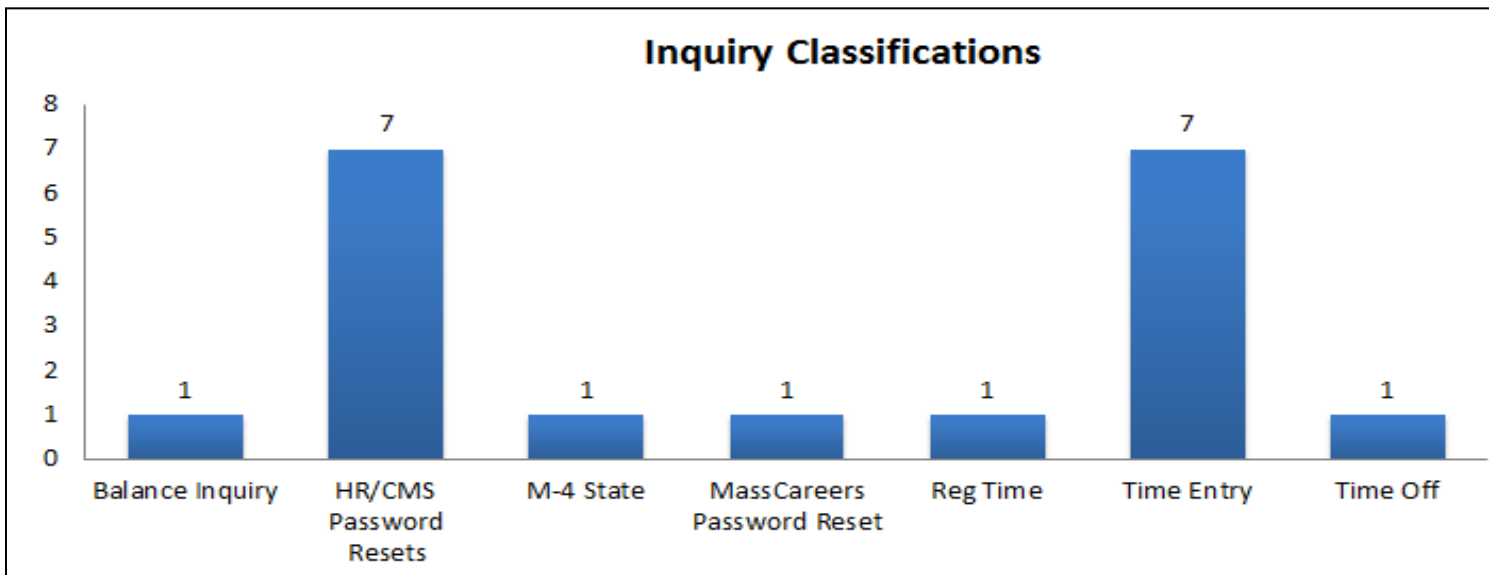
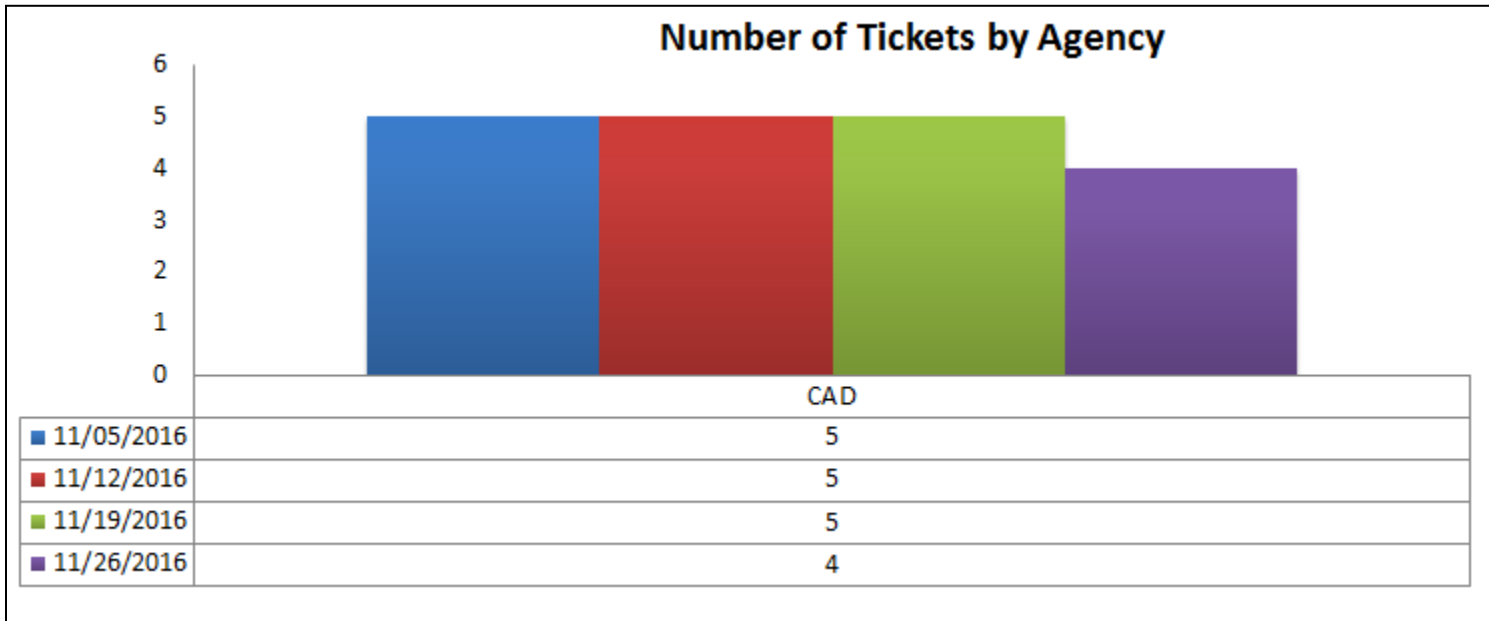
# BLC Tickets and Classification



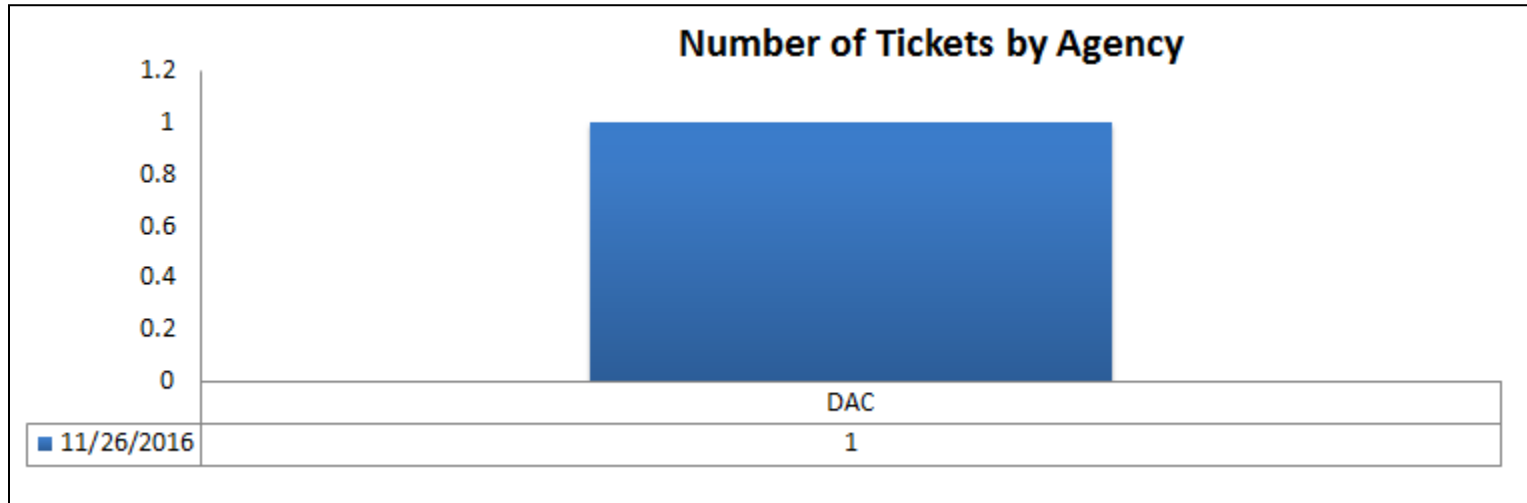
There were no requests the weeks of 11/5, 11/12, & 11/19.



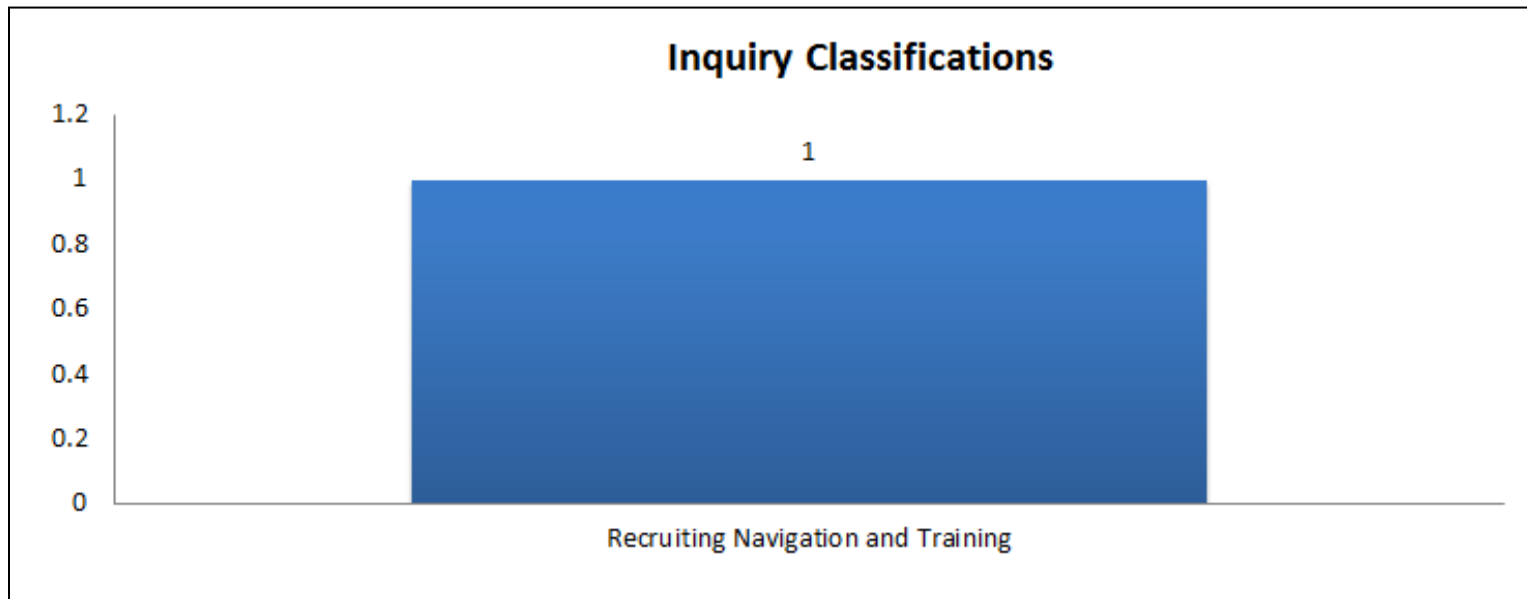
# CAD Tickets and Classification



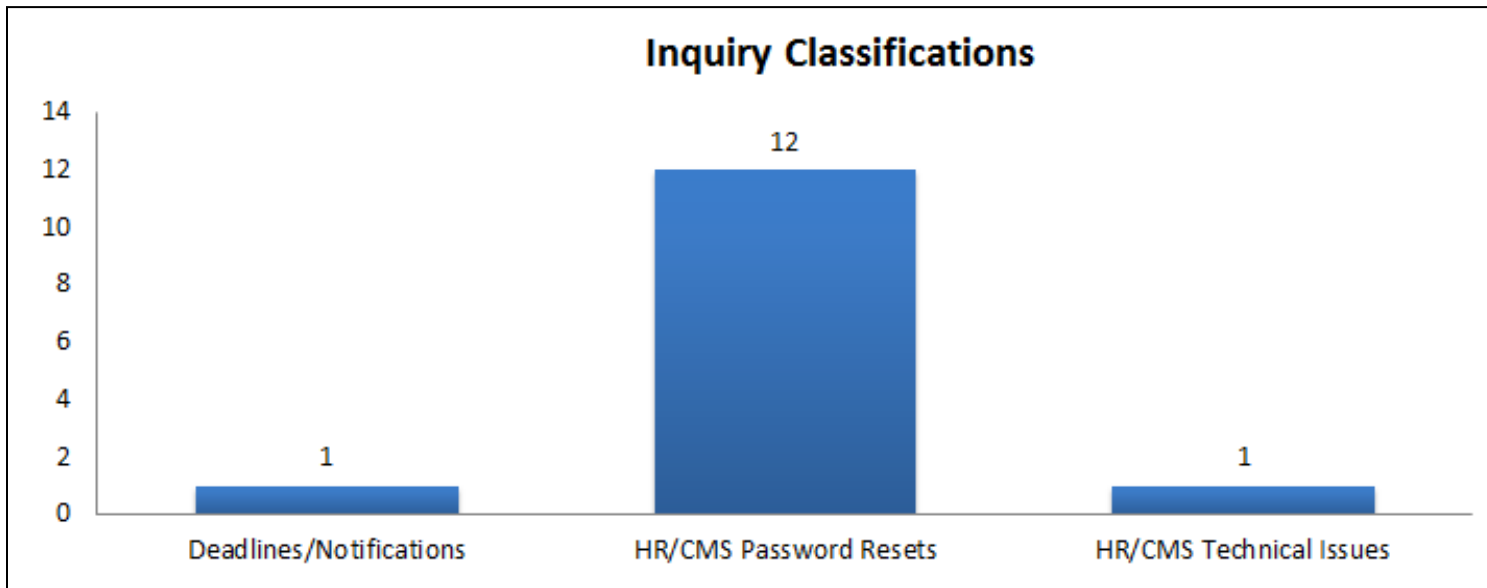
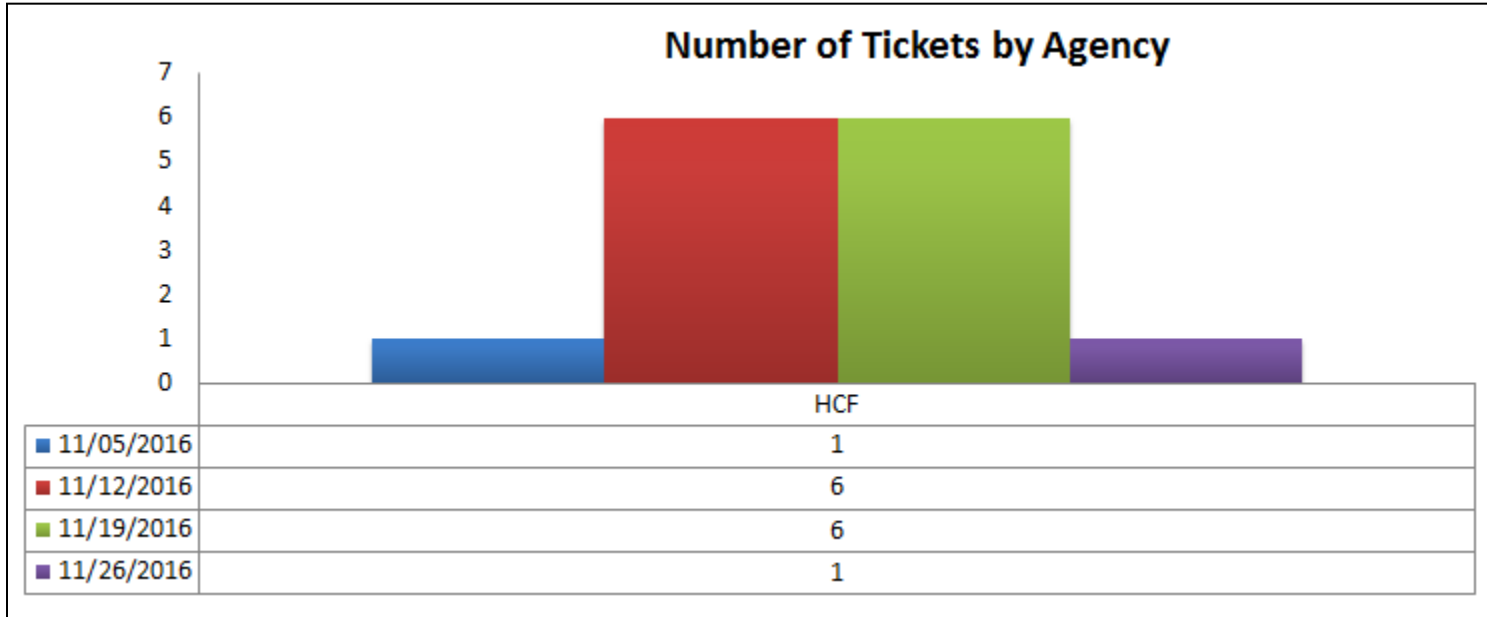
# DAC Tickets and Classification



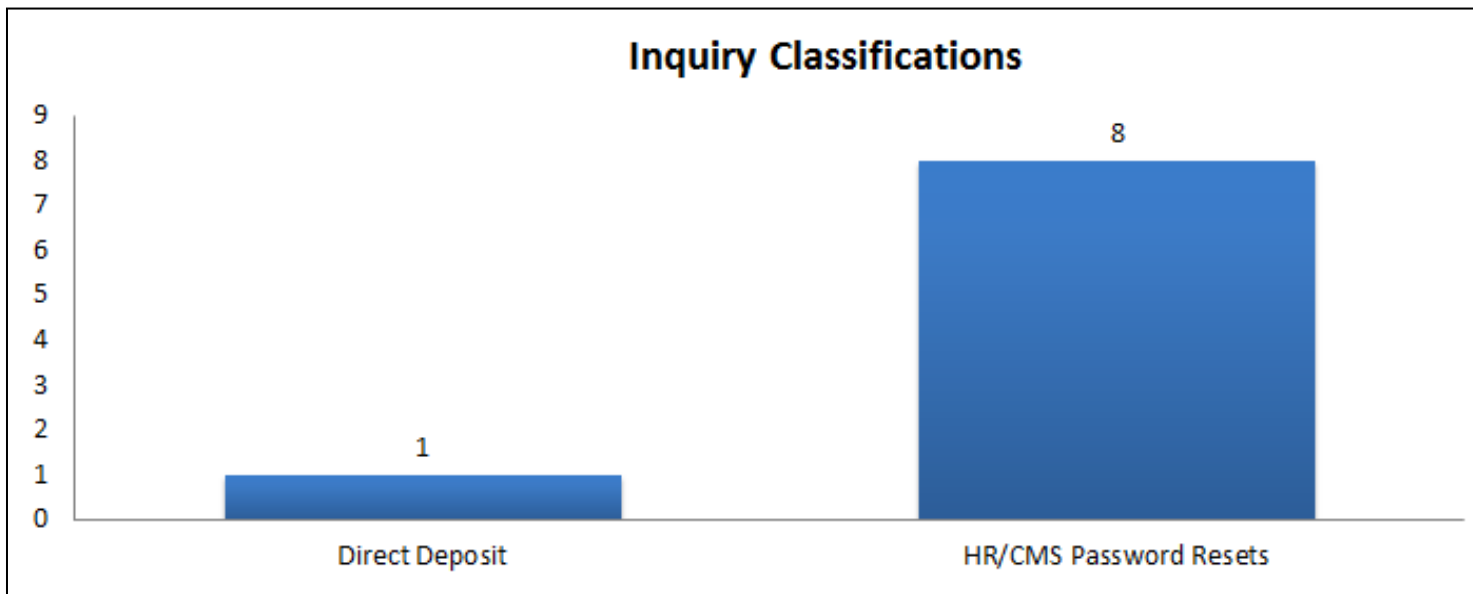
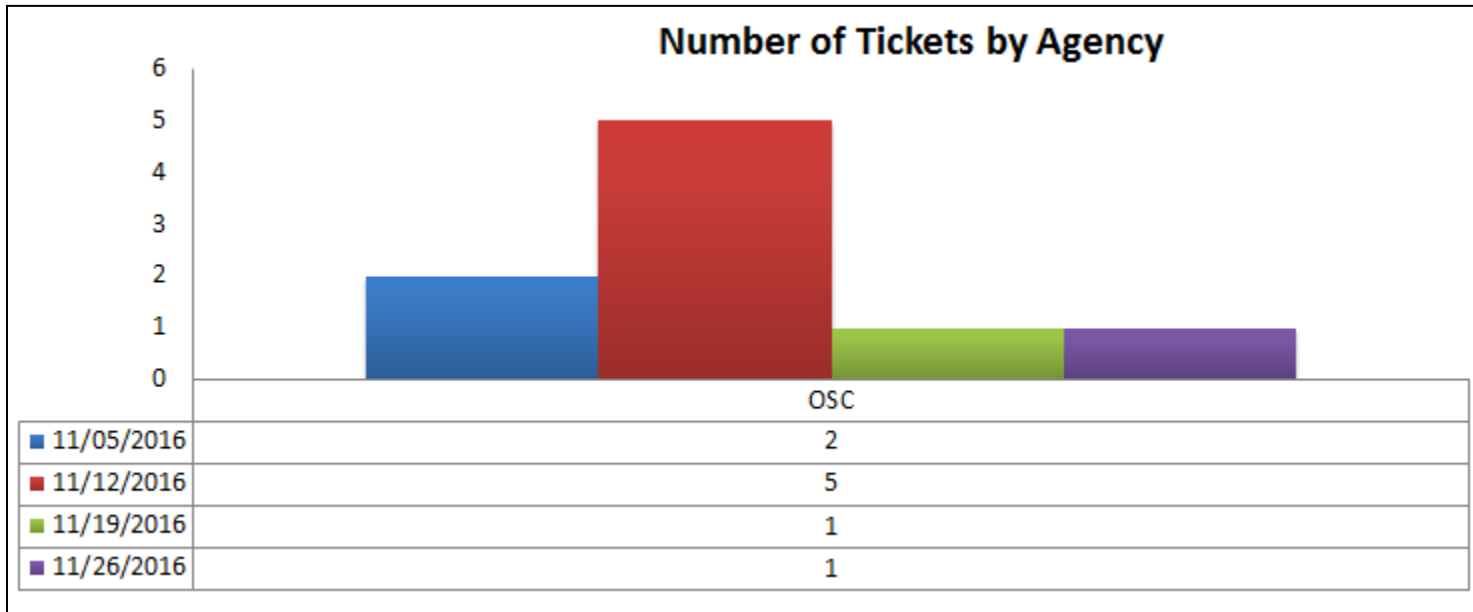
There were no requests the weeks of 11/5, 11/12, & 11/19.



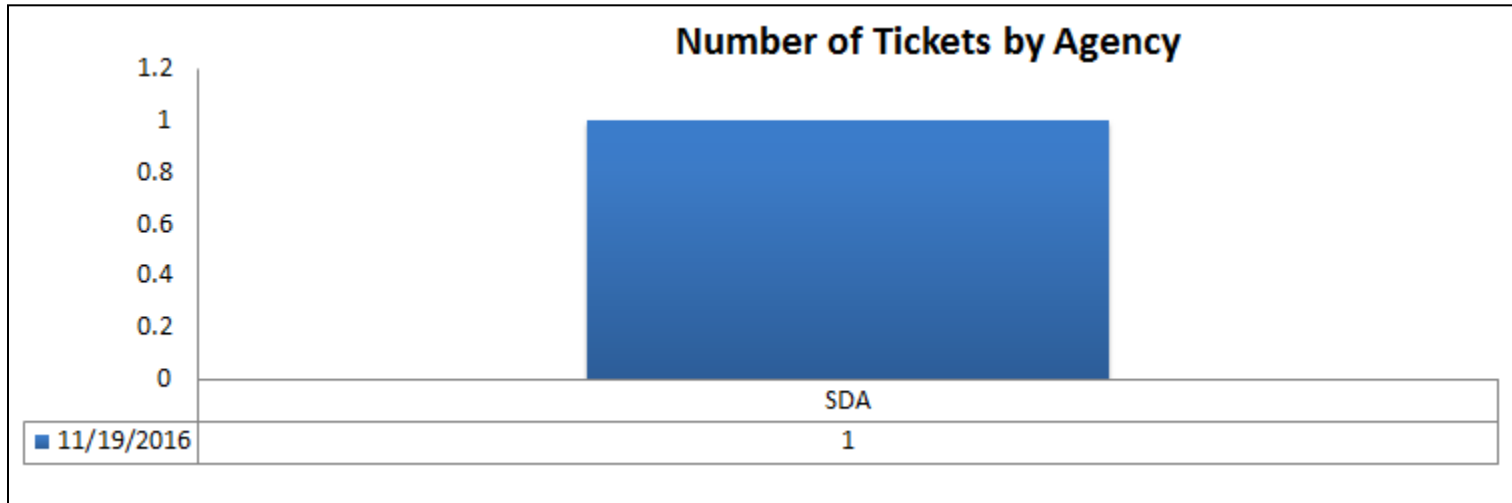
# HCF Tickets and Classification



# OSC Tickets and Classification



# SDA Tickets and Classification



There were no requests the weeks of 11/5, 11/12, & 11/26.

